

CLAIMS

Front Row Insurance Brokers Inc. provides claims reporting, monitoring, and advocacy services for clients, including preparing and reviewing loss runs and developing claims procedures. We are a liaison between you and your insurance company or a third party adjuster. The primary goal is to provide you with knowledgeable, empathetic, fast service.

In the event of a claim, please contact Front Row Vancouver at 236-838-6946 between the hours of 09.00 and 17.00 Monday to Friday. Outside office hours dial our main switchboard number in Vancouver: 604-684-3411 and access the claims information.

Our services include designing and implementing claims reporting and handling procedures, monitoring losses to initiate necessary action on a client's behalf, ensuring timely and equitable settlement of claims, and providing status reports on all monitored claims.

Claims Reporting Procedures

- ◆ All claims should be reported directly to Front Row Vancouver. They can be contacted at 236-838-6946. They will need to know: Date of Loss, Description of Loss, Names and phone numbers of persons to be contacted.
- ◆ All incidences should be reported promptly. If you are not sure there is coverage, we can advise you.
- ◆ Most coverages have deductibles which are applied to each claim. Each loss is determined to be a claim and subject to a separate deductible.
- ◆ Headings under which losses may occur:
 - A. Props, Sets & Wardrobe (Burglary, Theft, Damage)
 - B. Extra Expense
 - C. Third Party Property Damage
 - D. Miscellaneous Equipment (Burglary, Theft, Damage)
 - E. Negative Film
 - F. Faulty Stock
 - G. Auto

When a loss is suffered:

No loss is easy to endure, but there are steps you can take to speed the process of putting your operations back in order. At Front Row Insurance Brokers Inc, we are dedicated to working with you and your insurance company to make the recovery process as smooth as possible. As part of that, here are answers to key questions customers ask most often in the face of a loss.

Whom Should I call first if I have a loss?

Depending on the nature of the incident , or accident, call the authorities needed to assist you in an emergency: the police, the fire department or hazardous materials team.

Then, call us: (604) 630-1330

Is it possible to take immediate action to make repairs if further damage to the property is likely?

As long as the claim is covered, the reasonable cost of temporary repairs made to prevent further damage is money well-spent and, therefore, reimbursable, subject to all policy terms and conditions. Documentation in the form of bills, receipts and photographs should be retained in order to verify damages and repair costs.

What about Emergency Repairs?

You may hire a contractor of your choice for emergency repairs. For a covered loss, we will discuss costs directly with your contractor and come to an agreement about costs when necessary. Again, all repairs will be made subject to all policy terms and conditions.

Once Emergency Repairs are made, what should I do next?

Determine if any of your property is salvageable, and if you can continue your operations at this location.

PLEASE FAX THIS CLAIM REPORT TO: 604-684-3437

- ◆ All incidences should be reported promptly. If you are not sure there is coverage, we can advise you.
- ◆ Most coverages have deductibles which are applied to each claim. Each loss is determined to be a claim and subject to a separate deductible.

Production Company Name:

Production Title:

Claim Coordinator for Company:

Telephone: _____ **Fax:** _____

Date of Loss/Incidents:

Description of Loss/Incident: (attach copies of police reports, internal reports or additional information that may be helpful)

CHECK ALL THAT APPLY:

- | | |
|--|---|
| <input type="checkbox"/> Props, Sets & Wardrobe (Burglary, Theft, Damage) | <input type="checkbox"/> Extra Expense |
| <input type="checkbox"/> Third Party Property Damage | <input type="checkbox"/> Negative Film |
| <input type="checkbox"/> Miscellaneous Equipment (Burglary, Theft, Damage) | <input type="checkbox"/> Faulty Stock |
| <input type="checkbox"/> Auto | <input type="checkbox"/> Other (describe) |

**Other Contacts
Name:**

Company:

Telephone: _____ **Fax:** _____

**Other Contacts
Name:**

Company:

Telephone: _____ **Fax:** _____

**Other Contacts
Name:**

Company:

Please review your own binders and certificates of insurance for actual coverages and limits in force. The Underwriter reserves the right to charge additional premiums/amend limits and deductibles based on any additional information that becomes available.

Telephone:

Fax:

Please review your own binders and certificates of insurance for actual coverages and limits in force. The Underwriter reserves the right to charge additional premiums/amend limits and deductibles based on any additional information that becomes available.

OUR PRIVACY COMMITMENT TO YOU

Front Row Insurance Brokers Inc. values you as a customer and we are committed to protecting the privacy of your personal information. We would like to explain how we treat personal information that you provide to us.

COLLECTING, USING AND DISCLOSING INFORMATION ABOUT YOU

We collect, use and disclose your personal information in order to provide you with the insurance protection that you have requested. In order to do this, we collect, use and disclose your personal information to:

- Communicate with you;
- Review your application for insurance and develop your policies;
- Renew your policy(ies);
- Evaluate claims;
- Act as required or authorized by law.

At Front Row Insurance Brokers Inc. we collect, and may have collected previously, personal information that is necessary to consider your application or provide you with insurance protection. All personal information is safeguarded with appropriate security measures.

You may withdraw your consent subject to legal or contractual obligations and on reasonable notice. Withdrawal of consent may prevent us from providing you with the requested product or service.

FURTHER INFORMATION OR QUESTIONS?

For more information about our privacy policies and procedures, please contact:

Front Row Vancouver

TELEPHONE: 236-838-6946

FAX: 604-684-3437

EMAIL: VANoffice@frontrowinsurance.com

WE LOOK FORWARD TO CONTINUING TO SERVICE YOUR INSURANCE NEEDS

Please review your own binders and certificates of insurance for actual coverages and limits in force. The Underwriter reserves the right to charge additional premiums/amend limits and deductibles based on any additional information that becomes available.