



WHAT TO DO IN THE EVENT OF A CLAIM

CONTACT ACERA INSURANCE SERVICES LTD. IMMEDIATELY 1-800-670-1877

Ask for claims assistance. You will be asked to provide the following information:

- What is the nature of claim? ie. Liability, Equine Mortality, Tack and Equipment, AD&D, coverage?
- You will be asked to provide your name, contact information, policy number and PSO membership number
- What is the date of loss, location of loss, circumstances that led to the loss

What happens Next?

- Once all of the above information is provided, your Claims Service Representative will mail or email you the paperwork/forms that may be required to process the claim.
- On receipt of all required documents (as above) your claim will be forwarded to the appropriate insuring company for assessment.
- Your Acera Claims Service Representative will follow up with the insuring company regularly to ensure:
 1. The file remains a priority
 2. The full extent of coverage available is being provided
 3. Payment is processed as quickly as possible

Please be advised that Claims Service is a priority to our company. If you ever have any questions or concerns regarding the claims process or coverage, we strongly urge you to contact any of our equine department representatives. It is our pleasure to serve you.

Western Provinces and Territories:

Acera Insurance Services Ltd.
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Ontario and Provinces Eastward:

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