



CLAIMS PROCEDURES – RIDE SMART

A review of the following will help you better understand the claims process.

◆ **Minimize the Damage**

Take all necessary steps to prevent further damage from occurring. The reasonable costs related to preventing further damage for a recoverable claim will be covered subject to policy limits.

◆ **Report Theft / Vandalism to Police**

Immediately notify the police in the event of a theft loss or vandalism. Make a note of the assigned case number as well as the name of the investigating officer.

◆ **Inform your Broker / Agent**

Immediately notify your Broker / Agent so that they may inform Beacon Underwriting Ltd. It is very important that we be made aware of any event, which may give rise to a claim against your policy. Failure to do so may limit your ability to recover under your policy. You will also have to advise ICBC if you are injured or if you have injured someone else or damaged their property.

◆ **Adjuster**

Once we are notified of a loss we will appoint an Adjuster who will contact you. The Adjuster will investigate the loss and often use the services of an Appraiser to give an opinion as to the extent of the damage. It is important to note that Appraisers do not make decisions regarding coverage. Adjusters determine coverage.

◆ **Repairs**

After the Adjuster has determined the damage, repairs can commence. It is up to you to decide upon a repair facility. It is important to be aware that while you are free to have repairs done wherever you choose, Underwriters are only responsible for the reasonable cost of repairs. So if a qualified repairer, other than the one of your choosing, submits a lower bid, Underwriters will only pay the lesser amount. Typically the Appraiser and repairer reach a solution jointly. Many shops are now used to dealing with Beacon's coverages, so are familiar with the unique features of Ride Smart

◆ **Invoices**

When repairs are completed you are responsible for forwarding copies of the invoices to the Adjuster. The costs for damage repairs are usually paid directly by the Insurance Company.

◆ **Approval of Claim**

Before accepting or denying your claim Underwriters will require full supporting documentation. Once a decision has been made regarding coverage you will be promptly notified, and/or payments will be made.

◆ **Subrogation**

When another motorist or rider is at fault, your Insurance Company will make attempts to recover the money from those responsible. In many cases your deductible is waived if the other person's Insurance Company will accept liability. Your Insurance Company will try to recover what they pay out plus other costs you may have.

Your insurance agent can further assist you with any questions or concerns you may have.