

Canadian Quilters Association

Insurance Program Service Standards

This document outlines the procedures and service standards regarding issuing Certificate of Insurance requests, claims reporting, and General Insurance Inquiries.

1. Certificate of Insurance (COI) Requests

A Certificate of Insurance may be required by venues, landlords, municipalities, community centres, or other organizations where Guild meetings, workshops, exhibitions, or events are being held.

Process

Complete the Certificate of Insurance Request Form.

Ensure all required information is included in the form:

- including Member Guild name
- event or exhibit location
- event or exhibit date(s)
- event name & details
- any additional information required to process the request.

Submit the completed form via email to:

Kristen Paterson, Client Solutions Manager

kristen_paterson@ajg.com

Melissa LaRocca, Vice President- Commercial Insurance

Melissa_LaRocca@ajg.com

Team General Email

IBAM.ON.Sports.Entertainment@ajg.com

Requests should be submitted for a minimum of 5-10 business days prior to the event whenever possible.

Once the completed Certificate of Insurance Request Form has been received, the Certificate of Insurance (COI) will be issued within 24 business hours.

Important Notes

- Incomplete request forms may result in processing delays.
- Additional information may be required depending on the venue's requirements.

- Requests for Additional Insured status should be clearly indicated on the Certificate of Insurance Request Form.
- Our office is closed on weekends and statutory holidays. Requests received during these times will be processed on the next business day.

2. Claims Reporting

Any incident that results in, or could potentially result in, a claim should be reported as soon as possible.

Claims Process

1. Complete an Incident Report Form immediately following the incident.
2. Gather and retain all available information, including the date, time, and location of the incident, names and contact information of individuals involved, witness information, photographs, reports, and other supporting documentation.
3. Submit the completed Incident Report Form and supporting documentation to the Canadian Quilters Association.
4. The Canadian Quilters Association will review the incident and confirm whether it is eligible for coverage under the insurance program.
5. If deemed eligible, the Canadian Quilters Association will report the claim to Gallagher on behalf of the Member Guild.
6. A Gallagher Claims Representative will review the information and contact the appropriate party if additional details are required.
7. Continue to retain all documentation until the claim has been resolved.

Important Notes

- An Incident Report Form must be completed for all incidents, regardless of whether a claim is expected.
- Reporting an incident does not automatically mean a claim will be made.
- Incidents should be reported even when the extent of damages or injuries is unknown.
- Do not admit liability, accept responsibility, or agree to any settlement on behalf of the Guild.
- Prompt reporting helps ensure claims can be reviewed and handled efficiently.
- The Canadian Quilters Association must be notified first, prior to any claim being submitted to Gallagher.

3. General Insurance Inquiries

Inquiry Process

1. Initial inquiries should be directed to the Canadian Quilters Association, as they may be able to answer your question directly.

If the Canadian Quilters Association is unable to assist, please contact your Gallagher Team by email:

Kristen Paterson, Client Solutions Manager

kristen_paterson@ajg.com

Melissa LaRocca, Vice President- Commercial Insurance

Melissa_LaRocca@ajg.com

Team General Email

IBAM.ON.Sports.Entertainment@ajg.com

Please include your Member Guild name and a detailed description of your question or inquiry.

A Gallagher representative will review your inquiry and respond as soon as possible.

Service Standard

- Please allow up to 24 business hours for a response to your inquiry.
- Our office is open during regular business hours only and is closed on weekends and statutory holidays.
- Inquiries received outside of business hours will be responded to on the next business day.

Important Notes

- Providing complete details about your inquiry will help us respond more efficiently.
- If your inquiry relates to an upcoming event, please contact us as early as possible to allow sufficient time for review and response.