

## Who to Call for an Insurance Claim

### Who To Call

- **During regular office hours, please contact:**
  - Kim Waltmann at the Diocesan Office at 905-527-1316 or [kim.waltmann@niagaraanglican.ca](mailto:kim.waltmann@niagaraanglican.ca)
- **After hours or on the weekend or holidays, if it cannot wait until the Monday, please contact:**
  - Adjuster: Bannatyne and Company - 905-528-0661(24 hours), Bob Phipps, Adjuster
  - Contractor: Paul's Restorations - 1-800-363-7285 (24/7/365), call for damage to property

### What To Do

**Fire:** Get all occupants out of building. Don't go back inside. Call 911 and then the adjuster right away. Then call the contractor to secure the premises.

**Water:** Shut off main water supply, only if safe to do so. To avoid the risk of electrocution never go into a building where extension cords are lying in water or the depth of the water exceeds 12". If in doubt, stay out and call for help. Call the adjuster and the contractor.

If a plumber comes out, ask them to keep any parts or other physical evidence for your insurance company. Don't remove from the site or throw anything out without speaking to the adjuster. (i.e., a split water line or elbow caused a leak)

**Windstorm/Hailstorm:** These can cause damage to roof, siding, windows and the structure itself. Call the adjuster and contractor right away to protect buildings from further damage. i.e., Roof shingles missing from a roof could allow water to come in and cause more damage if left exposed.

**Vandalism/Theft:** Notify the police immediately and then call the adjuster. If the premises need to be secured, i.e., boarded up or new locks installed call the contractor.

**Vehicle Impact/Collision with Building:** If anybody is injured or the building suffers major damage, call 911. Obtain the insurance information from the other driver.

Any other situation that you are not sure about-call the adjuster and contractor for guidance or advice.

Take lots of photos or videos immediately upon discovering the loss or damage.