

# Home and Auto Program


Just the facts...for credit union employees



**CUMIS<sup>®</sup> Insurance**  
*in partnership with The Co-operators*

CUMIS<sup>®</sup> is a trademark of CUMIS Insurance Society Inc. and is used under licence.  
Insurance is underwritten by CUMIS General Insurance Company and administered by HB Group Insurance Management Ltd.

## Just the facts...



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## Just the facts... **about service**

*With more than 200 insurance companies in Canada, our industry is very competitive. As you know, one company may offer a lower price than a competitor, but if it's based on less coverage, a higher deductible or a lower level of customer service, it might not be the right coverage for your member.*

### **What are some things members should consider when looking for an insurance carrier?**

It is important they look for a full-service provider that offers excellent coverage, service, commitment to safety and claims service at competitive rates. Buying an insurance policy is not necessarily the best test of an insurance company, but handling a claim certainly is. Our Claims department is open 24 hours-a-day, seven days-a-week. Your members can always have direct access to a Claims Adjuster who will start processing their claim immediately.

### **Why do members need to be transferred from a Claims Adjuster to a Licensed Insurance Representative at the call centre whenever they need to make changes or have an inquiry about a policy or rates?**

The Claims Adjuster will take details of your members' claims, confirm coverage and assist them through the process of settling a claim. Claims Adjusters are not licensed to provide advice, make changes, or discuss the underwriting of a policy.

### **Why does it take longer to make some changes while others are done with one call?**

Some insurable items require additional details or higher 'authority' levels for approval. Depending on the item your member is trying to insure, the availability of required information and the authority level of the Licensed Insurance Representatives, it may take a little longer to process the approval.

### **What are the options if CUMIS Insurance cannot provide insurance?**

If a member is declined insurance through CUMIS Insurance, there are insurance companies in the marketplace that may be able to help. Our Licensed Insurance Representatives are able to provide referrals in these situations.

## Just the facts... about coverage

*Choosing the right amount of insurance coverage involves much thought and can be quite confusing for your member. They not only need to give ample consideration as to how much coverage they need and want to buy, but they also have to examine and understand the type of policy.*

*CUMIS Insurance provides excellent coverage for all insurance needs and offers your members peace of mind in knowing they're protected.*

### How are rates calculated?

*Automobile* – Rates are calculated based on several factors including place of residence, specific use of the vehicle, year, make and model, driving record, insurance claim history, level of driving experience and coverage chosen.

*Property* – Rates are calculated based on several factors including place of residence, value of the property, age, claims experience, security devices installed and whether or not there are secondary heating devices.

### What is a deductible? Is it a standard amount?

A deductible is a portion of any claim paid by the policyholder. The higher the deductible, the lower the premium cost. Deductibles can be increased and sometimes decreased, subject to certain requirements. A Licensed Insurance Representative can help members determine the deductible best suited to their needs.

### Do members have to call every year to renew a policy if there are no changes to make?

No. Much like a monthly rental agreement or phone company contract, your member's insurance policy will automatically renew unless we contact them or advise otherwise. Renewals will be issued 45 days in advance to give enough time for a policy to be reviewed and changed if necessary.

### What is a standard form?

A standard form is the type of coverage that insures a property against perils or situations that are specifically listed in the policy. It is also subject to certain exclusions in the policy.

### What is a comprehensive form?

A comprehensive form offers more protection. It is an inclusive type of coverage that insures property against all risks of direct physical loss or damage to the building and contents except those that are specifically excluded in the policy.

### **Can a policy be cancelled mid-term?**

Yes. A policy can be cancelled at any time; however, we do apply a short-rate cancellation premium if the cancellation comes at any time other than the regular renewal date. The amount depends on when during the term the cancellation was made.

### **Does CUMIS Insurance offer coverage for a home-based business?**

Yes. We offer coverage for different types of home-based businesses. A Licensed Insurance Representative can help members determine options best suited to their circumstances.

### **Does CUMIS Insurance offer personal umbrella liability coverage?**

Yes. Personal umbrella coverage provides extra protection against large claims and expensive lawsuits.

### **Does CUMIS Insurance offer identity theft coverage?**

Yes. Identity theft is included in the policy at no charge up to a \$10,000 limit.

### **What is tenant's insurance?**

It is insurance to cover personal belongings for people who rent. It also includes liability coverage.

### **What is condominium insurance?**

It is insurance to cover personal possessions as well as coverage for fixtures within a condominium unit such as carpets or kitchen cabinets.

### **What is blanket limit home coverage?**

Blanket limit is the maximum amount payable and replaces the individual coverage limits for dwelling buildings, detached structures, personal property and additional living expenses in the event of a loss. Our blanket limit ranges from \$1 million to \$2 million, depending on the value of a home.

### **Is there flood coverage on a policy?**

No. Flood is not an insured peril under the CUMIS Insurance policy. This is consistent with the industry in general. Often, however, the government will provide relief for this type of catastrophic event.

### **Are there limits to coverage for sewer back-up?**

Yes. The coverage varies from province to province. A Licensed Insurance Representative can help members understand the coverage limits for their property.

### **Is there a limit on coverage for jewellery?**

Yes. The limit applies to theft and/or burglary. To find out about a specific limit, members can review their policy wordings carefully to make sure their coverage is adequate.

### **What happens to the insurance on a property that has been renovated or updated?**

Anytime changes are made to a property, the insurance company must be notified. In some cases, a current insurance policy may not cover renovations. In addition, the value of a policy and coverage may be affected by changes made to a property.

### **Are there any other limits on a property policy that members should know about?**

Yes. We will insure for any covered loss or damage that exceeds the deductible, up to a certain limit. Here are a few examples: jewellery, furs, bikes, coin collections, money, bullion and watercrafts. Endorsement may be available to increase these limits.

### **What is the difference between comprehensive and collision coverage?**

*Collision* coverage is an optional coverage, designed to provide protection for a vehicle when damage occurs as a result of a collision with another object.

*Comprehensive* coverage is also optional and designed to provide protection for a vehicle for causes other than collision or upset. The comprehensive portion of a policy, subject to terms and conditions, covers losses caused by things such as hail, theft, fire, glass breakage, falling objects, explosions, windstorms or vandalism.

### **Are the contents of a car covered?**

The contents of a vehicle that are permanently attached to it, or whose purpose is for the usual use and operation of the actual vehicle are covered under an automobile policy. The contents of a vehicle not permanently attached may be covered under a property insurance policy.

### **Can members get coverage when renting a car?**

Yes. Coverage is available for an additional premium.

## Just the facts... **about quoting**

*In most businesses, the cost of producing and selling a product is known before the price is determined. However, insurance companies have to price their products before the costs are known. Actuaries evaluate the claims history of groups of people with similar characteristics and use that information to determine rates.*

*Setting rates for all types of insurance is based on the same principle: the higher the risk and the cost of settling claims, the higher the premium.*

### **How do my members get a quote?**

Your members can call CUMIS Insurance at 1.800.810.2847 or check their credit union website to obtain an on-line quote or request someone contact them by fax, e-mail or mail.

### **What happens if my member's policy doesn't renew for a while? Can they still get a quote?**

Yes. In fact, your member can get a quote anytime during the year. Please remember the quote can only be guaranteed if it was retrieved within 30 days of the member's renewal date.

### **Are discounts available?**

Yes. Many companies offer discounts. Discounts may be available in several circumstances, such as insuring more than one vehicle, purchasing more than one type of insurance with the same company and installing anti-theft devices/alarms. All of these may help prevent a loss and save your member money in the long run.

### **How can you tell what a property is worth over the phone?**

Most property values can be determined by using answers to pre-qualifying questions. The details of a property are entered into our replacement cost calculator which is updated regularly utilizing current construction costs to ensure accuracy.

## Just the facts... **about claims service**

*When your member is making a claim, we recommend they take the following steps to ensure the process is as efficient as possible. It is essential to review the policy and verify whether they are covered for the type of loss they have suffered. Once determined, they will need to gather details about the incident. An Insurance Adjuster will be assigned to handle the claim. He/she will gather information to determine the cause and extent of the loss suffered.*

### **What is the Claims Guarantee?**

The Claims Guarantee is a promise of service and commitment to fairness. It is a series of points that covers property and casualty insurance products for credit union members.

Although the guarantee covers several areas (see below), the intent is to ensure that clients feel comfortable contacting us when they have a potential claim situation. They can discuss their options and get counseling without fear of consequences if they decide not to proceed.

#### **Benefits of the guarantee include:**

- 24-hour, seven-days-a-week claims service
- No premium increases for client-paid claims
- Free claims advocacy
- Access to our claims appeal process
- Preferred repair and replacement contractors with guaranteed service
- Free additional advice and expertise for incidents that are not covered

*\* Some conditions apply. For details, please visit [www.cumis.com](http://www.cumis.com)*

### **Who does my member contact when they need to make a claim?**

Members can contact us at 1.800.810.2847 and follow the prompts for claims. We are available 24 hours-a-day, seven days-a-week, anywhere in North America.

### **What documentation is required to make a claim?**

Original invoices, photographs, appraisals, guarantees, warranties and a police report number all help to document a claim.

### **What is the length of time available to make a claim?**

Under terms of the policy, a loss report must be made immediately. This gives the claims department enough time to properly investigate the claim. There is an expiration date of one year from the time of loss in all provinces except Manitoba and Yukon Territory, which allow two years to make a claim.



### **What happens after a break-in?**

A break-in should be reported to police immediately. Members should call our Claims department to report their claim. To ensure safety, we will send a contractor to secure the residence. A complete inventory of the missing items, including a description must be provided. It is helpful to have any photos, receipts, appraisals, guarantees or warranties for missing items.

### **How long should receipts be kept?**

Proof of purchase should be kept for as long as the item is owned. Receipts help establish the value of damaged or stolen items and help to determine appropriate settlement under the terms of the policy.

### **What if there is water damage in a home?**

Call our Claims department immediately. We will send out a contractor who specializes in water removal. The contractor will determine the cause and extract the water. In the interim, reasonable steps should be taken to protect the property from further damage.

### **ALE: what is it?**

Additional Living Expenses. If a home is unfit to live in as a result of a covered loss or if a homeowner is required to leave while repairs are being made, we will pay any necessary additional living expenses incurred to maintain the usual standard of living. A Claims Adjuster will help to make the necessary arrangements.

### **Should all incidents and accidents be reported to police?**

Yes. This helps document the facts and allows the police the opportunity to investigate.

### **How does a Claims Adjuster determine a settlement if they don't see a car or property?**

Through the use of field experts and independent adjusters, all damages to insured items are assessed and documented. Settlement would then be determined based on coverage purchased and in accordance with guidelines, procedures and limitations (if applicable).

### **What is replacement cost?**

We pay the actual cost to repair or replace property with similar kind and quality (whichever is less) without any deduction for depreciation under a homeowner's policy. The repair or replacement must occur within 180 days of the loss, otherwise we settle based on an actual cash value basis.

## What are Fault Determination Rules?

In Ontario, these are rules developed by the Financial Services Commission of Ontario (FSCO) to determine who is at fault in different accident situations. Fault Determination Rules are used only for determining fault regarding physical damage to automobiles (not for injury). Details can be found at [www.fSCO.gov.on.ca](http://www.fSCO.gov.on.ca) under Auto Insurance, "Who's at fault in a motor vehicle accident." For all other provinces, CUMIS Insurance is a signatory to all Inter-Company Settlement Agreements; which outline the rules for determining who may be at fault for an accident.

## How is fault determined?

Fault for an automobile accident in Ontario is determined by negligence or no-fault rules set out by FSCO. Police departments work under two sets of rules, the Criminal Code and the Highway Traffic Act. No-fault rules may differ from these sets of rules and therefore, the responsibility for the accident may vary. As previously stated, for all other provinces, rules determining fault are outlined in the Inter-Company Settlement Agreements.

## Do car repairs need to be made by a preferred vendor?

CUMIS Insurance has preferred repair shops nationally. These shops have been carefully selected to ensure high quality technicians and equipment, quicker repair time and immediate rental arrangements (if applicable). Their work is guaranteed for as long as the car is owned by the member. The final choice, however, is up to the policyholder.

## What happens if the member is not satisfied with the work the body shop has done?

If the body shop is one of our preferred vendors, have the member contact one of our Claims Adjusters. They will work directly with the vendor on the member's behalf.

## Why is a car not repaired with new parts?

The auto policy covers repairs made with parts that are similar in kind and quality. The parts used to repair a vehicle may be new, aftermarket or used. Safety products, such as tires, are replaced with new parts, but subject to betterment. For example, once an accident has occurred, tires may only be 60 per cent worn. Because the life of tires has been extended, a 60 per cent betterment charge would apply.

## How do you determine if a car is a total loss?

A vehicle is considered a total loss when the cost to repair it is more than the car's market value or the actual cost value. When calculating a settlement, the appraiser consults a number of sources to confirm the market value of the vehicle and makes adjustments for mileage, condition and equipment.

## How long after an accident can a rental be secured?

A rental can be provided as soon as our Claims Adjuster has confirmed a Loss of Use endorsement on the policy. In Ontario, if there is no physical damage coverage on a vehicle and the owner is not at fault, a rental car can be obtained once it is confirmed that the third party has a valid insurance policy.

## Just the facts... **about privacy**

*Protecting member privacy is paramount to CUMIS Insurance. We are committed to protecting the privacy, confidentiality, accuracy and security of all personal information. Wherever we collect, use, retain or disclose any personal information in the course of conducting business, our focus is privacy. Our Privacy Policy is posted at [www.cumis.com](http://www.cumis.com).*

### **Why do Licensed Insurance Representatives always ask for a name, address and phone number when a policy number has already been provided?**

In order to protect privacy and ensure confidentiality, our staff will ask qualifying questions to confirm the caller's identity.

### **Is personal information safe?**

Yes. Members can review our privacy statement by visiting our website at [www.cumis.com](http://www.cumis.com). Questions about your privacy can be directed to CUMIS Insurance via e-mail to [privacy.officer@cumis.com](mailto:privacy.officer@cumis.com) or by calling our toll free number 1.800.263.9120.

### **How is member data for Direct Marketing purposes handled?**

All member data is handled with the utmost security and privacy. CUMIS Insurance uses secure File Transfer Protocol (FTP) and processes. Member data is sent directly to reputable third party vendors and is never used without the permission of the credit union.

## Just the facts... **about payment methods**

*CUMIS Insurance continues to offer a variety of payment methods to suit members' needs.*

### **How can premiums be paid?**

A variety of payment options are available:

- **Pre-Authorized Payments**  
Flexible payment options are available to best suit each budget based on day of month and how often (weekly, biweekly, monthly or semi-monthly) premiums are to be deducted.

- **By Mail (Cash or Cheque)**  
Payment can be sent in the return envelope provided with the invoice to:

CUMIS Insurance  
Attn: Accounting Department  
5600 Cancross Court  
Mississauga, ON L5R 3E9

- **In Person (Cash or Cheque)**  
Payment can be made in person to an office that is most convenient. Payments are accepted between the hours listed below for each office, Monday through Friday. Offices are closed on Saturday and Sunday.

*Mississauga Office*  
5600 Cancross Court  
Mississauga, ON L5R 3E9

Payments are accepted between the hours of 10 a.m. and 12 p.m. and 2 p.m. to 4 p.m., Monday to Friday.

*St. John's Office*  
136 Crosbie Rd. Suite 101  
St. John's, NL A1B 3K3

Payments are accepted between the hours of 8:30 a.m. to 5 p.m., Monday to Friday.

- **Credit Card (VISA or MasterCard)**  
Simply call a Licensed Insurance Representative at 1.800.810.2847 to pay by VISA or MasterCard.

*\* Annual payments only*

- **Financial Institution (Bank Teller), Automatic Banking Machine (ABM), Internet and Telephone Banking**  
Payment can be made at a bank teller, ABM, internet or telephone banking where available. When making a payment, an eight or 16 digit invoice number is required. This number is located at the top right corner of your invoice and is labeled "invoice number".

### How can the member change the banking information for automatic deduction?

Call a Licensed Insurance Representative to provide new banking information. Changes to banking information must be received at least seven business days before the deduction is taken from an account.

### When do the automatic deductions for my member's insurance premiums happen?

Deductions can occur weekly, biweekly, monthly or semi-monthly, at your member's discretion. It is essential that your member's account has funds available for the deductions; otherwise insurance coverage may be interrupted. A service charge will be applied for returned deductions.

**Please note:** If their deduction is returned based on insufficient funds, a repeat attempt will be made in eight to 10 business days. If deductions are returned for any other reason than insufficient funds, a second attempt will not be made.

## Just the facts... **about call centres**

*Call centres help improve customer service delivered to members by their ability to respond to a large number of inquiries and transactions. Using a sophisticated telecommunications network, call centre staff can deliver information to members anytime, anywhere both quickly and efficiently.*

### **What are the hours of the call centre?**

8 a.m. to 8 p.m. EST, Monday to Friday.  
8:30 a.m. to 5 p.m. Newfoundland, Monday to Friday.

### **What can my members expect when they phone the call centre?**

Service. Typically, their call will be answered within 30 to 45 seconds by a friendly, knowledgeable Licensed Insurance Representative who is fully trained to handle the majority of service requests. Licensed Insurance Representatives are also trained to understand home and auto insurance products and source the insurance coverage best suited to your members' needs.

### **Is it necessary for members to go through the prompts to get someone on the phone?**

Yes. Phone prompts will help route calls to the person who will be able to provide the expertise your member requires. Failure to use the prompts may result in increased service times.

### **Calls are not always answered quickly. What is the reason?**

On average, over 80 per cent of the calls are answered within a 30 second service timeframe. It may take slightly longer during peak times. Callers will be advised through the prompts when hold times are longer than normal.

## Just the facts... **about customer complaints**

*The management of customer complaints at CUMIS Insurance is an essential component of our business practices - especially from a customer service standpoint. In the event of a complaint, our Customer Advocates are available to your members. These are knowledgeable personnel equipped to capture, investigate, report and resolve customer complaints.*

### **What do I do if my member does not understand why something is being done?**

If your member is unsure as to why an action has been performed, please have them contact one of our Licensed Insurance Representatives.

### **What do I do if my member does not agree with a decision that has been made?**

Many decisions are based upon pre-determined factors and guidelines we must follow. If an explanation does not resolve your member's concern, he/she may request a follow-up call from our Customer Advocate. This individual will work directly with the member to review and ensure all activity on the file is in accordance with rules, regulations and company procedures.