

# Home and Auto Insurance Program


Just the facts...for credit union members



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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, the industry is very competitive. 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 you.*

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

It is important to 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. The CUMIS Claims department is open 24 hours-a-day, seven days-a-week. You can always have direct access to a Claims Adjuster who will start processing your claim immediately.

### **Why does CUMIS transfer me from a Claims Adjuster to a Licensed Insurance Representative, at the call centre, whenever a change needs to be made or I have an inquiry about my policy or rates?**

The Claims Adjuster will take details of your claim, confirm your coverage and assist you 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 you are trying to insure, the availability of required information and the authority level of the Licensed Insurance Representative, it may take a little longer to process the approval.

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

If you are declined insurance through CUMIS, 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. You not only need to give ample consideration as to how much coverage you need and want to buy, but you also have to examine the type of policy.*

*CUMIS provides excellent coverage for all of your insurance needs and offers you peace of mind in knowing you'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 you determine the deductible best suited to your needs.

### Do I 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 insurance policy will automatically renew unless we contact you 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 offer coverage for a home-based business?**

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

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

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

### **Does CUMIS 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 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 you understand the coverage limits for your 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, review the policy wordings carefully to make sure your 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 I 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 your 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 I 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 I get a quote?**

You can call CUMIS at 1.800.810.2847 or check your credit union website to obtain an on-line quote or request someone contact you by fax, e-mail or mail.

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

Yes. In fact, you can get a quote anytime during the year. Please remember the quote can only be guaranteed if it was retrieved within 30 days of your 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, installing anti-theft devices/alarms. All of these may prevent a loss and save you 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 making a claim, we recommend you take the following steps to ensure the process is as efficient as possible. It is essential to review your policy and verify whether you are covered for the type of loss you have suffered. Once determined, you will need to gather details about the incident. An Insurance Adjuster will be assigned to handle your claim. He/she will gather information to determine the cause and extent of the loss you have 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 you.

Although the guarantee covers several areas (see below), the intent is to ensure that you feel comfortable contacting us when you have a potential claims situation. You can discuss your options and get counseling without fear of consequences if you 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 do I contact when I need to make a claim?**

You 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. You should call our Claims department to report your 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 you (homeowner) are 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 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 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 you. The final choice, however, is up to the policyholder.

## **What happens if you are not satisfied with the work the body shop has done?**

If the body shop is one of our preferred vendors, contact one of our Claims Adjusters. They will work directly with the vendor on your 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 your privacy is paramount to CUMIS. We are committed to protecting the privacy, confidentiality, accuracy and security of your personal information. Wherever we collect, use, retain or disclose your personal information in the course of conducting business, our focus is your 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. You 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 via e-mail to [privacy.officer@cumis.com](mailto:privacy.officer@cumis.com) or by calling our toll free number 1.800.263.9120.

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

*CUMIS continues to offer a wide variety of payment methods to suit your 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  
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. and 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 I change the banking information for my 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 insurance premiums happen?

Deductions can occur weekly, biweekly, monthly or semi-monthly, at your discretion. It is essential that your 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 your 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 with 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 I expect when I phone the call centre?**

Service. Typically, your call will be answered within 30 to 45 seconds by a friendly, knowledgeable Licensed Insurance Representatives 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 needs.

### **Is it necessary 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 you require. 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% 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.