



# Broker Bulletin

March 17, 2009

## New After Hours Claims Reporting Telephone Number

To All Brokers:

Kingsway General Insurance Company would like to advise all stakeholders of changes to the after hours claims reporting telephone number and call center. The process has been centralized and is available to receive calls from within North America.

### **Effective immediately all after hours claims should be reported to 1-866-864-1112**

The new call center will provide uninterrupted service to Kingsway General's Critical Event Management Program as well as for all other claimants and for all lines of business.

A claims information card will be inserted with all New Business and Renewal declaration documents providing policyholders with the after hours telephone number, including general instructions for reporting a loss. A copy is attached below:



For additional information regarding Kingsway General Insurance Company and the products offered, please visit Kingsway's website at [www.kingsway-general.com](http://www.kingsway-general.com). While visiting the website, log into the Broker Center to obtain copies of updated Commercial Underwriting Manuals, bulletins and business forms, including payment authorization forms for different products.

If your office does not already have a user name and password to access the Broker Centre, please contact the Marketing Department at [kgmarketing@kingsway-general.com](mailto:kgmarketing@kingsway-general.com)

To discuss market opportunities, programs or new products, please contact Christopher Smyth, Manager, Business Development at [csmyth@kingsway-general.com](mailto:csmyth@kingsway-general.com)



**KINGSWAY GENERAL INSURANCE COMPANY**  
**THE SPECIALTY INSURER**

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*Thank you for your support. Kingsway's commitment is to continuously provide comprehensive products, competitive pricing and excellent claims service exclusively through the broker distribution channel.*

Sincerely,

Grace Kemp CIP, ACS  
National Marketing Manager

***Our operating principles.....Fair, Accurate, Courteous, Timely***

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