



## BUSINESS INTERRUPTED? NOW WHAT?

LET'S SAY YOU OWN A RESTAURANT AND SUFFER A FIRE LOSS. YOU ARE FORCED TO CLOSE FOR TWO MONTHS TO MAKE REPAIRS AND THEN YOU FIND IT TAKES ANOTHER TWO MONTHS BEFORE YOUR BUSINESS RETURNS TO ITS NORMAL LEVEL. HOW CAN YOU PROTECT YOUR PROPERTY AND YOUR BUSINESS?

In this situation, your property policy pays to repair the building and replace your contents. Your business losses are covered depending on the type of Business Interruption Insurance you've chosen. If you have Gross Profits Insurance, your loss of income is paid while closed for repairs and while you rebuild your business to its

original level up to the limit of coverage. Gross Earnings Insurance only covers the income lost during the time required to repair the premises.

If you own rental income property, you also have two choices for Business Interruption Insurance. Gross Rentals Insurance acts on

the same basis as Gross Profit Insurance. If your apartment building suffered a fire, your Gross Rentals Insurance will pay for the loss of income during the repair period and for lost income during the time it takes to rent all of the damaged apartments up to the limit of coverage.

Whether your business is retail, restaurant, manufacturing or rental properties, we can offer the appropriate Business Interruption Insurance to protect you from loss of income. Call us to get started.



Contact Donovan Insurance Brokers for more details. 519 886 3150 or info@donovaninsurance.com

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Brokers work for their customers, not the insurance companies, so consumers can rest assured that their interests are paramount.

A Professional Licensed Insurance Broker works on your behalf, offering expert, independent advice to obtain the best coverage at the right price, takes care of everything for you, and is there to help in the event of a claim.

# STAYING INTOUCH

Tips, strategies, and advice to help you choose the right insurance coverage from your insurance broker

Summer 2011

## EXPERT ADVICE YOU CAN TRUST

AS A CONSUMER YOU HAVE THE RIGHT TO UNBIASED AND EXPERT ADVICE. DEAL WITH AN INSURANCE BROKER AND YOU DEAL WITH A LICENSED AND LOCAL PROFESSIONAL WHOSE FIRST LEGAL DUTY IS TO YOU, THE CUSTOMER, NOT THE COMPANY YOUR POLICY IS PLACED WITH. THIS MEANS, WE WORK FOR YOU, NOT THE INSURANCE COMPANY.

This distinction becomes most important in the case of a claim. We understand the stress and confusion that happens when a loss occurs. Since we work for you, we make sure you are treated fairly by the insurance company if your claim is challenged.

### REMEMBER, WE'RE ON YOUR SIDE

Never think twice about contacting us to seek professional advice if you are involved in a minor accident. As your broker, we can advise you of the repercussions of placing a claim. In situations where you are obligated to report a claim—specifically when there are injuries or significant property damage involved—you can count on us to guide you through the claims process.

If you're not sure, pick up the phone and ask us about it.

We're insurance experts, so you don't have to be.



### INSIDE:

Expert Advice You Can Trust  
Water Damage and Sewer-backup  
Insurance Fraud Hurts Everyone  
You've had an Auto Accident  
Business Interrupted? Now What?





# PROTECT YOUR HOME FROM WATER DAMAGE AND SEWER BACK-UP

BREEZING THROUGH THE DOORS OF YOUR NEW SIXTH FLOOR CONDO YOU HEAR A DRIPPING SOUND AND SPOT A HORRIFYING WET STAIN ON THE CEILING. YIKES, IT'S LEAKING ONTO YOUR NEW LEATHER COUCH! YOU'RE 6 FLOORS ABOVE THE NEAREST STORM DRAIN, HOW COULD SEWER BACK-UP INSURANCE POSSIBLY COVER YOUR LOSSES?

When it comes to sewer back-up situations, most property owners think of the black sludge that covers a basement after a sump pump is outrun by a severe rainstorm. However, even if your home is nowhere near ground level, sewer back-up insurance can cover your costs if escaping water damages your property. Without such protection, you could find yourself in a mess—both literally and financially!

Sewer back-up insurance typically covers you for losses or damage caused by water that has accidentally escaped from a sewer, drain,

storm drain, sump, septic tank, eaves-trough or downspout. Many property insurance policies limit or exclude coverage for these types of losses.

Whether you own or rent your home, adding a sewer back-up endorsement to your property policy can cover the cost of damages and clean up after this type of disaster.

Talk to us. We'll explain what your policy covers and help provide protection that's right for you!

## 3 SIMPLE STEPS YOU CAN TAKE TO HELP AVOID WATER DAMAGE LOSSES

- Place downspouts on the outside of your home.
- Install window wells on basement windows.
- Check to make sure your sump pump is in working order.

# INSURANCE FRAUD HURTS EVERYONE

## THERE IS NO SUCH THING AS A LITTLE FRAUD

THERE ARE BIG LIES AND LITTLE LIES, BUT INSURANCE FRAUD CAN BE ANYTHING FROM CLAIMING TWO OR THREE EXTRA CD'S BEING STOLEN FROM YOUR CAR AFTER THE WINDOW WAS SMASHED, TO CLAIMING LARGE SUMS OF TOOLS STOLEN FROM YOUR GARAGE, TO FALSIFYING AN INJURY IN ORDER TO COLLECT WEEKLY INDEMNITY BENEFITS.

Each year, insurance fraud costs Canadians \$3 billion. That means 10 to 15 cents of every dollar you pay as premium is used to cover fraudulent insurance claims. Insurance fraud really does cost everyone.

## COMMON TYPES OF FRAUD OR ATTEMPTED FRAUD INCLUDE:

- Lying about the way a loss occurred.
- Adding items or inflating the value items in a claim.
- Filing fraudulent automobile accident or damage claims (i.e. including previously existing damage when submitting a claim).

- Withholding information about past accidents, traffic convictions, claims, policy cancellations or non-renewals.
- Receiving payments for treatments not received.

## IF YOU ARE CAUGHT COMMITTING OR ATTEMPTING TO COMMIT INSURANCE FRAUD:

- Your claim will be denied.
- Your insurance policy may be cancelled outright.
- You may pay higher premiums in the future.



- You may be denied insurance in the future.
- More importantly, the offense is punishable, on conviction, by a maximum of 10 years imprisonment for cases involving an amount over \$5,000 or otherwise a maximum of 2 years imprisonment.

Insurance fraud costs all of us in the form of higher premiums. If someone you know is committing insurance fraud on a home, car or business policy, you can report it to CrimeStoppers at 1-800-222-TIPS. If your tip helps the police or your insurance company catch an insurance fraud, you may be eligible for a cash reward. And your call will remain completely anonymous.



## YOU'VE HAD AN AUTO ACCIDENT—NOW WHAT?

YOU HEAR A HORN, FEEL A BUMP AND NEXT THING YOU KNOW, YOU HEAR THE SOUND OF CRUMPLING METAL. WITH ALL THIS GOING ON AROUND YOU, YOUR THOUGHTS RACE. YOU MAKE SURE EVERYONE IS OKAY, AND THEN ALL IS QUIET. YOU THINK TO YOURSELF... WHAT DO I DO NEXT? WHO DO I CONTACT? WHERE DO I GO TO GET MY CAR FIXED? IS MY CAR DRIVEABLE?" ALL OF THESE QUESTIONS FOG UP YOUR MIND AND CONFUSE YOU. THAT'S WHY IT'S IMPORTANT TO BE PREPARED AND KNOW WHAT STEPS TO TAKE AFTER AN AUTO ACCIDENT.



## WHAT YOU SHOULD DO AFTER AN ACCIDENT

1. Don't leave the accident scene—leaving the scene could lead to serious or even criminal charges.
2. Determine if there are any injuries and if so, call 911 immediately.
3. Try to determine if there is more than \$1,000 in damage for the whole accident (your car and any other vehicles involved). If the damage appears to be more than \$1,000, call the police and they will come and assess the scene. If the damage is less than \$1,000, you still need to call the police, but they will instruct you on what to do next to assess the damages.
4. If it is safe to do so, move the vehicles off to the side of the road and make the situation safe for all, including passing traffic.
5. Collect names, addresses, telephone numbers, insurance information, license plates numbers, driver's license numbers of all drivers involved in the accident.
6. Remember witnesses and passengers; gather their information as well—names, addresses, telephone numbers.
7. Take notes of what the immediate scene looked like—placement of trees, shrubs, stop signs, signal lights, pedestrian crossings etc. This will help when you report the claim to us.
8. Call us! As soon as you have completed the first 7 steps, call us immediately. We'll answer your questions and guide you through the claims process.

## KEEP IN MIND...

- Stay calm
- Don't argue with other drivers, witnesses, passengers or on-lookers
- Tell your story only to the police
- Never admit liability
- If a tow truck driver suddenly appears without you calling them, don't allow them to take your car. You have the right to choose a tow truck company or if you like, we can help guide you
- Most importantly, STAY SAFE