

Intact Financial Corporation opens third Service Centre to provide customers with new, simpler and faster auto claims experience

Intact Insurance and belairdirect customers in Toronto can now experience a simpler, faster and more convenient auto claims process with the launch of a new Intact Service Centre. This is the third Intact Service Centre to open in Canada; Calgary opened in February, and Ottawa started serving customers in July.

The innovative one-stop Service Centre model has been well received and has served more than 2,000 customers to date.

"The Intact Service Centre offers customers access to a simple and convenient auto claims experience that is second to none. It allows us to go beyond expectations to deliver outstanding customer service with a more personalized and streamlined claims process," said Carla Smith, Deputy Senior Vice President of Claims, Ontario.

Once at the Intact Service Centre, a customer will be able to drop off their damaged vehicle and leave in a rental vehicle, while Intact Insurance or belairdirect makes arrangements to get the vehicle appraised, repaired and cleaned. This typically takes about 30 minutes. Once the vehicle is fixed, the customer picks it up and returns the rental vehicle, which typically takes about 15 minutes. There is no need to wait for a repair date, go to a repair shop, or arrange a rental car.

"This simplified and value-added approach of processing auto claims aims to set a new benchmark for superior claims service in the industry," added Smith.

A fourth Service Centre is planned for Montreal in the spring of 2017.

About Intact Financial Corporation

Intact Financial Corporation (TSX: IFC) is the largest provider of property and casualty (P&C) insurance in Canada with \$8.0 billion in annual premiums. Supported by over 12,000 employees, the Company insures more than five million individuals and businesses through its insurance subsidiaries and is the largest private sector provider of P&C insurance in British Columbia, Alberta, Ontario, Québec, Nova Scotia and Newfoundland & Labrador. The Company distributes insurance under the [Intact Insurance](#) brand through a wide network of brokers, including its wholly owned subsidiary [BrokerLink](#), and directly to consumers through [belairdirect](#).

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