

Intact Financial Corporation Opens Fourth Service Centre, Offering Customers a Simpler and Faster Auto Claims Experience

MONTREAL, April 3, 2017 /CNW/ - Intact Insurance and belairdirect customers in Montreal can now experience a simpler, faster and more convenient auto claims process with the launch of a new Intact Service CentreTM. This Service Centre is the fourth to open in Canada; the first opened in Calgary last year, followed by Ottawa and Toronto.

Once at the Intact Service Centre, the customer is able to drop off the damaged vehicle and leave in a rental vehicle, while Intact Insurance or belairdirect makes arrangements to get the vehicle appraised, repaired and cleaned. The drop-off process takes approximately 30 minutes. As soon as the vehicle is fixed, the customer picks it up and returns the rental vehicle. There is no need to wait for a repair date, go to a repair shop, or arrange a rental car.

"We know accidents are stressful events. With the Intact Service Centres, we want to reduce that stress by simplifying the repair and claims process, so customers can get back on track as soon as possible" said France St-Louis, Deputy Senior Vice President, Claims (Quebec).

Over 5,000 customers have been served since the launch of the first Intact Service Centre, each one of them benefiting from repair and rental convenience, and a faster claims experience.

"So far, we have received great feedback from our customers in Ontario, and Alberta. Thanks to this innovative one-stop Service Centre model, we are improving the customer experience, streamlining our processes and enhancing repair quality," added St-Louis.

About Intact Financial Corporation

[Intact Financial Corporation](#) (TSX: IFC) is the largest provider of property and casualty (P&C) insurance in Canada with over \$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](#).

SOURCE Intact Financial Corporation

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