

# REPORT A LOSS

800.452.6911

## Hotline 24/7

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**Serious injuries or  
environmental spills**

**CALL HOTLINE IMMEDIATELY!**

- [canalinsurance.com/report-a-loss](http://canalinsurance.com/report-a-loss)
- [claims.email@canal-ins.com](mailto:claims.email@canal-ins.com)
- 864.679.2518 - Fax
- Download iPhone or Android App



24/7 Claims Reporting: Hotline,  
Online or Mobile App

[canalinsurance.com/mobile-application](http://canalinsurance.com/mobile-application)

## If You Have An Accident:

### 1. Secure Area

- Turn on 4-way flashers and set up reflectors or flares to warn oncoming traffic.
- Call police to report accident and emergency medical services for injured parties.

### 2. Obtain Information

- Complete the enclosed Accident Report, then notify Canal Insurance of the incident via methods noted above.
- Take photographs per instructions on Accident Report.

### 3. Remember

- Call your terminal to report the accident.
- Discuss accident details only with police and those who can prove they represent you and your company.
- Be polite, especially to the police; however, offer no opinion as to the cause of the accident – in no event admit fault or responsibility for the accident.

#### **Who will handle my claim?**

A Canal adjuster will contact you and all related parties within 24 hours of reporting the claim to begin investigation of the loss. You may also call 800.452.6911 Monday through Friday, 8:00am – 5:00pm ET to find out who is handling the claim.

#### **What happens when the investigation is complete?**

Canal will render a decision based on the facts obtained and pay the claim or deny it based on those facts.

#### **What if I get sued?**

Notify the Canal Insurance adjuster immediately if you receive suit papers. There is a short period of time to respond before a default judgment may be taken against you.

#### **Why is it important to report my claim within 7 days?**

This ensures the loss can be investigated properly before evidence is no longer available, which helps avoid costly litigation. Also, statistics indicate that reporting your claim within 7 days could save as much as 35% on the cost of handling the claim, which may save you money on future premiums.

**75+** Years Navigating the  
Risks of The Road

**Canal**  
INSURANCE