

# Claims can be stressful, but making one doesn't have to be.

Our team makes it easy – we'll be with you every step of the way.

## 1. Complete an accident report at the Collision Reporting Centre (CRC)

The staff at CRC will inspect your vehicle, take photographs, and help you file a report. If anyone was injured in the accident in any vehicles, be sure to let the CRC representative know.

If your vehicle is towed to the CRC, the CRC will pay the initial tow fee and secure your vehicle at their lot.

## 2. Connect with us to start your claim – we're available 24/7

There are 3 ways to submit a claim:

- Through our website at [onlia.ca](http://onlia.ca)
- By email – [claims@onlia.ca](mailto:claims@onlia.ca). Remember to include your policy number and relevant information about the incident
- Via the Onlia Insurance app available in the App Store or Google Play

**Scan here to start a claim at [onlia.ca](http://onlia.ca)**



**Download the Onlia Insurance™ app**



**If your vehicle is drivable, take your vehicle home once you've completed your accident report. Once you've submitted your claim, an Onlia representative will be in touch within 24 hours.**

### 3. Bring your vehicle to one of Onlia's preferred auto body shops for inspection and repair

When you use one of our partners, you'll avoid exorbitant towing and storage fees – and can rest assured we'll cover the cost.

Use our preferred shops for:

- **Faster repairs:** Our partners have an expedited repair program to get you back on the road faster.
- **High-quality repairs:** They have more OEM-certified repair shops in their network than any others across Canada.
- **A warranty:** Depending on the shop, you may be provided with a national lifetime warranty on repairs (as long as you still own the car).

#### If your vehicle is not drivable:

**DO NOT** pay the tow operator yourself if your vehicle was towed to the CRC – the CRC will pay them on your behalf.

**DO NOT** sign a towing authorization form until you connect with us.

**DO NOT** remove your vehicle from the CRC until you speak with us if it's unsafe to drive. The first 24 hours of storage at the CRC is free, giving you time to make an informed decision once you know your options.

**DO NOT** take advice from just anyone on where to have your vehicle moved, stored, or repaired. Some operators may charge excessive fees for towing and storage that you can be left responsible for. Always connect with our claims team directly to find out about your options.

#### Our trusted partners



**CARSTAR**®

carstar.ca



**CSN**  
COLLISION CENTRES

csncollision.com

**If you need a rental and you're covered for one, we'll help you arrange it.**



Our preferred partner for rental vehicles is Enterprise Rent-A-Car.