



CHICAGO TITLE
CANADA

Chicago Title Insurance Company Claims Process

1: Submit a Claim

Claims may be submitted via the following means :

- 🌐 www.chicagotitle.ca (online form)
- ✉ claims@ctic.ca (download PDF form from website)
- ☎ 1-866-420-4713
- 📍 Chicago Title Insurance Company, Claims Centre, 55 Superior Boulevard, Mississauga, ON L5T 2X9

In your notice of claim, please provide all relevant facts of the claim, supporting documentation, the covered risk(s) you believe apply, and any evidence of your loss and the method used to compute the amount of loss.

2: Claim Acknowledgment

Upon receipt of your claim, the Company will send you a letter acknowledging receipt of your claim and advising you of the contact information for the Claims Administrator assigned to handle your claim. The Claims Administrator will keep you informed of the status of your claim. You may also contact the Claims Administrator directly anytime regarding status or any questions you may have.

3: Investigation

The Claims Administrator will undertake an investigation of your claim. The purpose of the Company's investigation is to obtain a complete understanding of the facts and circumstances that form the basis of your claim. As part of the investigation of your claim, a Company Representative may contact you for additional information.

4: Coverage Determination

Upon completion of the investigation, the Company will issue a letter advising you of the coverage determination. If the Company determines your claim is not covered, it will explain the basis for such determination and invite you to provide additional information or documentation that was not known to the Company and which may alter such determination. Upon review and consideration of any such additional information or documents, the Company will issue a further letter advising you of any changes to the coverage determination.

5: Claim Resolution

If the Company determines that your claim is covered, the Company will inform you of the steps it will take to resolve your claim. The Company will keep you apprised as the matter progresses.