

# PRESS RELEASE

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## “ALL ABOUT” INSURANCE GUIDES Practical tools for consumers

Montreal, September 26, 2011 – Insurance Bureau of Canada (IBC) and Groupement des assureurs automobiles (GAA), in collaboration with *Option consommateurs*, are pleased to announce the publication of the *All about home insurance* and *All about automobile insurance* guides. The two guides were revised to provide key information and assist consumers in navigating through the information available on insurance.

### User-friendly and attractive design

“The collaboration between IBC/GAA and *Option consommateurs* allowed us to update the content of the guides, which we originally published in 2007. In addition, we revised the document format to provide the information needed by consumers at key moments in their lives, namely when purchasing insurance or settling a claim”, noted Jack Chadirdjian, IBC/GAA’s Director of Public Affairs and Consumer Relations. The guides are now two distinct documents and can be distributed separately, depending on consumers’ needs. In addition, the revision allowed us to add new information that is sought by consumers, namely:

- Claims settlement stages presented in the form of a chart
- A page dedicated to condominium insurance
- A table comparing replacement insurance and the Change to loss payment endorsement

“The new “All About” guides effectively address a need expressed by consumers for information about P&C insurance products. It will allow them to make more informed choices when safeguarding their assets, and this, well before incurring a loss”, stated Claire Harvey, from *Option consommateurs*.

Consumers can order their guides free of charge from IBC and GAA at: [www.infoassurance.ca](http://www.infoassurance.ca).

### About IBC

Insurance Bureau of Canada is the national industry association representing Canada’s private home, car and business insurers. Its member companies represent 90% of the property and casualty (P&C) insurance market in Canada. It offers various services to consumers in order to inform and assist them when purchasing car or home insurance, or making a claim.

**About GAA**

Groupement des assureurs automobile was created in 1978 to set up mechanisms for guaranteeing access to automobile insurance, streamlining and speeding up the claims settlement process, as well as controlling costs, all for the benefit of Quebec consumers.

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