

## WHEN AN INJURY HAPPENS

When an injury happens, the following steps are to be taken to ensure all relevant information is gathered in the event of a claim:

## **Liability**

- 1. An injury report is to be completed and signed:
  - a) If the injured party is a player, the form can be completed and signed by injured player, their coach or club administrator
  - b) If the injured party is a spectator, the form can be completed and signed by the spectator, coach or club administrator of the home team.
  - c) If the injured party is a team employee or volunteer, the form can be completed and signed by injured employee or volunteer, the coach or club administrator of the team they belong to.
- 2. If there are any witnesses to the incident, they are to complete and sign a witness report, so that they may be contacted if necessary.
  - a) If the injured party is a player, their coach or club administrator is responsible for collecting this form from any witnesses.
  - b) If the injured party is a spectator, the coach or club administrator of the home team is responsible for collecting this form from any witnesses.
  - c) If the injured party is a team employee or volunteer, the coach or team administrator is responsible for collecting this form from any witnesses.
- 3. Injury & Witness reports forms must be forwarded to the following address;

Marsh Canada Limited 161 Bay Street, Suite 1400 Toronto, ON M5J 2S4

You can also call or email:

Toronto.Claims@marsh.com

Office: 1-866-766-3579 After Hours: 416-868-2600

Fax: 416-815-3680



## **HOW TO SUBMIT A CLAIM**

Registered members of Rugby Canada have access to claims service call centres.

Depending on the type of claim being made please contact the following:

**General Liability Claims** 

161 Bay Street, Toronto, ON M5J 2S4

Email: Toronto.Claims@marsh.com

Tel: 1-866-766-3579

After Hours Number: 416-868-2600

Fax: 416-815-3680

Personal Accident Claims

1400 – 25 York Street, Toronto, ON M5J 2V5 **Email:**Canada.ahclaims@acegroup.com
Toll Free Number: 1-877-772-7797

Fax: 416-368-0641

Travel Accident Claims

80 Tiverton Court, Suite 700, Markham, ON L3R 0G4

Email: www.internationalsos.com

24 Hours a day, 7 days a week (call collect where available): Philadelphia: +1-215-942-8226 Sydney: +61-2-9372-2468 Singapore: +65-6338-7800 London: +44-20-8762-8008

To make a liability claim, a member will be required to complete a Rugby Canada claim form (Please see website)

1. Please note, with regards to Liability claims, **notify Marsh Canada Limited immediately after the accident**, claims must be submitted within 30 days of the date of the accident. Any claim reported after a year can be declined for late reporting. All claims forms must be submitted by the claimant in order for the insurer to release claim funds.