

Claims Reporting Procedures



Canadian
Physiotherapy
Association

Association
canadienne de
physiothérapie

Exclusive to members of the Canadian Physiotherapy Association

Prompt claim reporting is not only critical to the process of bringing claims to a successful resolution; it is also a condition of the members' professional liability policy that must be adhered to for insurance coverage to adequately respond.

Once you are aware of any actual or potential claim, you must report it immediately. Please refrain from making any written or oral statements, unless the insurance adjuster (Crawford & Company) advises you to do so. Please do not offer to compensate a patient or admit liability, as such action could interfere in the management of your claim.

Should a member seek independent legal services for a potential claim, any fees associated with such services will not be recuperated under the policy limits unless notice has been provided to the Insurer before such legal representation commences.

If a member receives a formal notice or statement of claim, the notice must be reported in writing to Crawford & Company within **30 days**.

In the event of a potential claim or if a member is formally served with a statement of claim, please contact:

CRAWFORD & COMPANY

1-888-218-2346

CPAclaims@crawco.ca