

# Claims Vendor Network



As part of our ongoing efforts to improve the quality of service delivered to our customers in the unfortunate event of a claim, our Canadian claims team has, over the course of the past year, qualified and confirmed a network of third party service providers. Some of these service providers already have a long-standing history of delivering first class service to our policyholders. All of them can be confidently recommended to policyholders.

Each highly qualified expert has been very carefully selected for their leadership in their respective field, the quality and timeliness of their service, and their understanding of, and ability to respond to our mutual clientele's exacting needs.

These vendors are carefully managed and re-qualified on a regular basis to ensure that they meet or exceed both their industry and Chubb's service standards. It is our plan to expand the range of service providers over time as we identify additional needs and/or qualifying resources.

A specific individual has been designated as the principal contact at each of these service providers for any inquiries or assignments involving Chubb brokers and/or clients, in order to ensure consistency of approach and communication.

In addition to ensuring that we provide high quality service to our mutual clients on their individual claims, our relationships with these firms affords us all the security of knowing that we will receive acceptable service levels in the event of a significant rise in claim frequency, or in the event of a catastrophe.

Please contact Lisa Telford for additional information and consult the listing of vendors. Periodic updates of this listing will be sent to you by e-mail or available at [www.chubbinsurance.com](http://www.chubbinsurance.com).

## Lisa Telford

Property and Service Manager

Tel: 416-359-3222, ext. 4457 Fax: 416-863-5010 Email: [ltelford@chubb.com](mailto:ltelford@chubb.com)

## Contractor Information

### East Toronto

#### Service Master of East Toronto

1146 Aerowood Drive  
Mississauga, Ontario L4W 1Y5  
Contact: Ben Russo, President  
Cell: (416) 219-4626  
Email: [ben@russos.ca](mailto:ben@russos.ca)  
**24/7 Emergency Line (416) 626-2510**

### York Peel Region

#### Masterclean Contracting Restoration

1231 St. John's Road West  
King City, Ontario L7B 1K5  
Contact: B. Hanlon  
Tel: (905) 841-8000  
Cell: (416) 991-7007  
Fax: (905) 841-7801  
Email: [bhanlon@masterclean.ca](mailto:bhanlon@masterclean.ca)  
**24/7 Emergency Line 1-800-361-6900**

### Richmond Hill/North York

#### Stay Kleen Services & Contracting Ltd.

640 Denison Street  
Markham, Ontario L3R 1C1  
Contact: Jeffrey Lyons, V.P.  
Tel: (905) 474-3710 X 2  
Email: [sksinfo@staykleen.com](mailto:sksinfo@staykleen.com)  
Contact: Charlene Young  
Tel: (905) 474-3710 X0  
**24/7 Emergency Line 1-877-782-9556**

### Outside of GTA

#### Strone Restoration Professionals

2717 Coventry Road  
Oakville, Ontario L6H 5V9  
Contact: Neil Blinco,  
Business Development  
Tel: (905) 829-5707  
Cell: (905) 580-5517  
Fax: (905) 829-4909  
Email: [neil.blinco@strone.ca](mailto:neil.blinco@strone.ca)

Contact: Stephen Coombs

Tel: (905) 829-2766  
Cell: (416) 717-9603  
Fax: (905) 829-5837  
Email: [stephen.coombs@strone.ca](mailto:stephen.coombs@strone.ca)  
**24/7 Emergency Line 1-800-461-2110**

### Montreal

#### Rosco Group Division of EW Disaster Kleenup L.P.

225 Lindsay Avenue  
Dorval, Quebec H9P 1C6  
Contact: Barry J. Ross, President  
Tel: (514) 931-7789  
**24/7 Emergency Line 1-800-867-6726**

### Calgary

#### Belfor Restoration Services

6, 640 – 22nd Avenue NE  
Calgary, Alberta T2E 7J9  
Contact: Malcolm MacDougall  
Tel: (403) 215-5555  
Fax: (403) 215-5555  
Email: [malcolm@belforcanada.ca](mailto:malcolm@belforcanada.ca)  
**24/7 Emergency Line 1-888-215-6555**

### Service Master of Calgary

920 – 26th Street NE  
Calgary, Alberta T2A 2M4  
Contact: Rob Ordman  
Tel: (403) 287-7700  
Fax: (403) 536-4556  
Email:  
[rob.ordman@servicemastercalgary.com](mailto:rob.ordman@servicemastercalgary.com)  
**24/7 Emergency Line (403) 287-7700**

### British Columbia

#### Belfor Restoration Services

3300 Bridgeway Street  
Vancouver, B.C. V5K 1H9  
Contact: Will Cook  
Tel: (604) 432-1123  
Cell: (604) 329-5010  
Fax: (604) 433-2451

### Project Manager – Aryn Amalani

Tel: (604) 432-1123  
Cell: (604) 329-5008  
Fax: (604) 433-2451  
Email: [amryn@belforcanada.ca](mailto:amryn@belforcanada.ca)  
**24/7 Emergency Line 1-888-432-1123**

### Edenvale, Disaster Kleenup Division of EW Disaster Kleenup L.P.

#24-13260 78th Ave  
Surrey, BC, Canada V3W 0H6  
Contact: Scott W. Douglas  
Tel: (604) 590-1440  
Fax: (604) 598-1492  
Cell: (604) 841-8980  
Email: [erssurrey@uniserve.com](mailto:erssurrey@uniserve.com)  
**24/7 Emergency Line 1-800-631-8558**



Chubb Insurance Company of Canada  
[www.chubbinsurance.com](http://www.chubbinsurance.com)

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This literature is descriptive only. Whether or not or to what extent a particular loss is covered depends on the facts and circumstances of the loss and the terms and conditions of the policy as issued. Claims examples are based on actual cases, composites of actual cases, or hypothetical situations. Actual coverage is subject to the language of the policies as issued.

