

Client Centre

Frequently Asked Questions



What is Client Centre?

Intact Insurance has created Client Centre, a secure website you can access to view your Intact Insurance policy documents, billing statement and any open claims online - anytime, anywhere.

Why should I register to use Client Centre?

Client Centre is a convenient, paperless way for you to access your Intact Insurance information. Having online access to this information means that you can view it anytime, anywhere – which can be handy in case you are away from, or unable to enter your home due to an emergency situation such as an accident, fire or flood.

How do I create my Client Centre account?

You will receive a letter from Intact Insurance that will provide information about the Client Centre website and instructions on how to register and log in to view your information. Alternatively, you can visit intact.ca/clientcentre to register.

When will I receive the letter from Intact Insurance?

On your next insurance policy transaction (for example, your renewal or any change to your policy where you would receive confirmation in the mail), Intact Insurance will send you a letter with instructions to view those documents on Client Centre. Your renewal package is usually mailed within 45-60 days before your policy renewal date.

Will I receive my pink slip for my auto insurance in the mail?

Yes, you will continue to receive your pink liability card in the mail until it becomes available digitally.

What if I log in and my information is incorrect?

If you see any incorrect information in Client Centre, regarding your policy documents, billing or claims information, contact your broker immediately to report the issue.

Can I make changes to my policy through Client Centre?

No, currently, you may only view your documents online. Any changes to your policy must be made through your broker.

If I make a change to my policy, how soon will I see it in Client Centre?

Any changes made to your policy by your broker will be available in Client Centre after 24 hours.

What should I do if I'm moving?

Let your broker know of any plans to move as soon as possible, so they can make sure your information is up to date.

What if I want to continue to receive my documents via mail?

You can log into Client Centre and manage your print preference on your Profile page. You will have access to view your documents online regardless of your print choice. Alternatively, you can contact your broker and let them know you wish to receive paper copies in the mail.

What if I don't have an email address or access to the Internet?

You can contact your broker and let them know you do not have access to Client Centre and they will arrange for you to receive printed documents.