



# Understanding the FCSA process

What to do if a policyholder has questions about their Claims History Statement

## Understanding the claims statement

➔ The new GAA **online tool** explains the claims statement and answers key questions.

## Verifying claims statement information

GAA **verifies** the information with the insurer who forwarded it to the FCSA.

⚠ **It only acts as a keeper of this information** and its scope is limited.

### Information security

① **The referred client will need to consult with the GAA (on the website, by mail or in person)**

- Allows for verifying the person's identity
- No telephone consultations

② **The client will then need to request a verification**

- No requests will be fast-tracked

### What GAA can do

- Make a correction for the insurer if the insurer confirms that there is an error
- Help the consumer understand their Claims History Statement

#### **What GAA cannot do :**

- Respond to a consumer who does not have their claims history statement at hand
- Modify a Claims History Statement without the insurer's approval
- Determine or correct a liability percentage

### Turnaround

#### **Consultation request:**

- clicSécur authentication: statement received instantly
- **GAA website:** approval by an officer during business hours (24 business hours)

#### **Verification request:**

- Up to 30 days