

# How to Claim on LPI Policy Online

## Disclaimer

- If possible, use Google Chrome, Microsoft Edge or Mozilla Firefox as your web browser.
- Claims must be completed and submitted within claim hours. Claim hours are between 1:30 P.M. - 11:00 P.M. MT on Monday's. For a complete summary of days and times please refer to the Calendar of Insurance located on the LPI.ca website.
- Your policy will automatically settle on the expiry date if you did not claim early.
- If you are in a payment position the indemnity cheque will be processed and mailed once all insured weight has been claimed.

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## Instructions:

1. Go to [www.lpi.ca](http://www.lpi.ca)
2. Click on Login button located in the top right hand corner. Do not use a favorite in order to access this web page
3. Click on the Login button located near bottom of the page
4. Enter your username and password
5. Select the appropriate subscription in the drop down menu
6. Click on "Claim" tab
7. Click "File Claim" button
8. Click on "I agree" button once you have reviewed the Terms and Conditions
9. Only the claims within their 4 week claim window will populate on the screen
10. Locate the appropriate policy and enter the weight in CWT you wish to claim
  - a. You can claim all of a partial amount of insured weight
11. Click Add button
12. The information will drop down below yellow bar auto filling the "Remaining Weight" and "Requested Weight" columns
13. Ensure claim request is correct, click Next button
14. Click Submit this Claim Request button
15. Claim Request Statement will automatically populate and come up
  - a. If the statement does not populate your web browser is likely enabling pop-ups
16. Claim Status will show as Pending when the claim has been filed

For additional assistance please contact your local LPI office or the LPI Client Contact Centre by phone at 1.844.782.5747 or email [info@lpi.ca](mailto:info@lpi.ca).

LPI Client Contact Centre Hours of Operation: 8:15 A.M to 4:30 P.M. MT

