



## Everything your small business customers need—and more

Northbridge Insurance Go is more than an insurance policy. With our Assist services<sup>\*</sup>, your customers get added peace of mind when it comes to protecting what they've worked so hard to build—all included at no additional cost.

### Our Assist Services

#### Legal Assist

In many situations, customers may have never considered contacting legal counsel because of the cost involved in hiring a lawyer. That's why we offer unlimited telephone access to general legal advice and a robust suite of proactive legal support services.

Legal Assist services include:

- **Legal Helpline:** Unlimited and confidential telephone general legal assistance on business matters to help customers determine their rights and options under applicable provincial, territorial or federal laws.
- **Legal Document Review:** A lawyer will conduct a general legal review of a simple legal document received by the customer up to 8 single-sided pages in total length.
- **Simple Legal Letter Drafting:** A lawyer will draft a simple legal letter for the customer, such as a demand, complaint, or employee warning letter.
- **Legal Document Centre:** Unlimited access to a library of commonly used legal document templates, which customers can customize for their own use in just a few minutes.

#### Risk Management Assist

Gives free telephone access to our team of Risk Services specialists, who can answer questions and provide guidance on a variety of property, auto and liability loss prevention topics to help customers avoid risk and potential losses.

Covers topics such as:

- Fire Detection and Suppression Systems
- Crime and Vandalism
- Building Security
- Contractors Liability
- Products Liability
- Operations Hazards
- Driver Hiring and Training

### Trauma Assist

Offers confidential 24-hour counselling to help customers and their employees cope with the emotional effects of a traumatic loss. Includes access to personal, one-on-one telephone or in-office counseling. Critical Incident Stress Management is also available for groups. Services are provided by independent third-party professionals and confidentiality is strictly maintained.

Covers traumatic losses such as:

- Large Fires
- Robbery
- Serious Workplace Injury
- Death

### Cyber Assist *(only available with policies that have cyber coverage)*

Northbridge Insurance Go customers with cyber coverage have access to Cyber Assist. This service can help customers with proactive measures to protect their data, and reactive assistance in the event of a breach.

We've partnered with CyberScout, a leading data risk management service provider, to provide our customers with Cyber Assist services, which include:

- Pre and Post Privacy Breach Services
- Risk Management Resources
- Incident Response Planning
- Crisis Management Support
- Notification Assistance
- Media Relations Consulting

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\*Legal Assist services are not provided for criminal, personal or insurance issues, do not provide representation in legal proceedings or legal fees coverage and are not an insurance policy. Legal Assist services are provided through ARAG Legal Solutions Inc. by lawyers licensed in the province or territory of your residence. Risk Assist provided by our Risk Services specialists and are intended to augment your internal safety, compliance, and risk management practices, and are not a substitute for professional or legal advice. Trauma Assist provided by independent third-party professionals, long-term and specialized counseling not included. Cyber Assist provided by CyberScout, LLC, services are not included in any cyber extension or endorsements. Services are not an insurance policy and not all policies are eligible. Contact us for details.

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