

clear and accurate account of all purchases, sales, returned goods, abatements, leakages and deficiencies (which is rarely the case), and the adjuster has further ascertained that no goods were purloined or cash stolen by the employees or partners, nor presents made to customers or others, not credited to the merchandise account, he may rely upon the books and inventories—and not otherwise.

It must be borne in mind that insurers deal strictly on a cash basis; and, admitting the accuracy of the books and papers, the stock destroyed, no matter how recently it was partially purchased or well cared for, is rarely worth full original cost. A stock of partially cut dry goods, broken packages of hardware, glassware, fancy groceries, etc., is less valuable than the same in uncut pieces or original packages. Difference in value from this cause ranges from five to twenty per cent., but of course is largely affected by locality and the nature of the trade.

Inventories are sometimes taken at prices extravagantly above the real cash value, and are apparently verified by invoices. Books are kept loosely, and sometimes dishonestly. Sales are omitted, duplicate invoices are charged, and fictitious ones obtained. Partners, clerks, and friends take goods and cash, that never appear on the books. Merchandise is disposed of for outside contracts, or in barter, and is rarely accounted for. Goods are unsaleable and shelf-worn, and are mere valueless shop-keepers; the best of the stock is first sold, and goods in some instances are removed, or spirited away, to a convenient place, and a corresponding deficiency appears in the merchandise account which the bearer is expected to make good. Make the point to get all the salvage before appraisers. A good watchman is often needed.

Sometimes a part of the stock saved from the fire is secreted by the claimant, or is gathered up by kind friends who keep silent, conveniently forgetting all about it until after the adjustment and settlement, and frequently this forgetfulness extends to personal appropriation of the salvage.

A popular error prevails that the demand against an Insurance company by a good man character and standing is *per se* correct, and if closely questioned by the adjuster, some suspicion is implied as to his integrity, or indicates a disposition on the part of the insurer to deal unfairly.

When a sale is made between individuals, it is not considered any imputation on the honesty of the creditor to require his itemized statement, that errors, to which all are liable, may be discovered and corrected. No more than this is required by the insurer, and surely not without good reason, when the claim, it may be for several thousand dollars, is presented. Is the insurer to endorse the infallibility of human nature by paying claims without strict question and examination, when the subject matter of insurance is in ashes?

Objections to a properly conducted and rigid investigation frequently indicate that the claim will not stand scrutiny. No honest claimant should object to the closest examination of his books, invoices, inventories and all circumstances surrounding the loss, and ought rather to court than evade the adjuster's investigations.

In all cases it is the plain duty of adjusters to examine the claims carefully and thoroughly,—especially when merchandise is covered—and having obtained all the facts and circumstances attending the loss, to pay it on the basis of the actual cash value of the property destroyed and no more, thus literally fulfilling the insurer's contract. Strict investigations will not hurt honest claims; and are absolutely necessary to detect fraud and speculative imposition. The only safe rule is to give every case careful, dispassionate and thorough attention.

Memorized statements of loss, unsupported by any evidence whatever, are sometimes produced.

These are wholly unreliable, and are frequently founded on imagination rather than fact.

When a claim arises for goods in part damaged and in part destroyed, settle it if honest, from the evidence before you, and do not meddle much with the books when their inaccuracies are likely to mislead you. The damaged portion can be examined, and the loss thereon assessed in the mode provided for by the policy; and, in almost every instance, the burned goods can be identified and claim made up from the outline and remnants in the store.

Strictly avoid all minor and personal issues; and, whilst firmly holding all to equal justice, treat every man considerately, courteously, and with great professional charity; study your men and cases with care, and thoroughly master all points of peculiarity, doubt, or difficulty, before conclusions are adopted or insisted upon. Endeavor to have few or no issues to the decision of the law, except those of exorbitant demands, gross fraud, or palpable criminality.

In submitting the merits of a case for the company's decision, report all the facts fully and accurately. Exhaust the points, work up the facts concisely, without color or prejudice, giving your deductions and opinions in a separate sheet, that no time may be lost or further expenses incurred in additional investigations.

A condition of the policy provides for an examination of the claimant under oath. This course will often prove very successful in detecting exaggerated and fraudulent claims. When it is deemed best to enforce this condition, prepare yourself thoroughly, know the range and compass of your case, notify assured in writing of the time and place of examination, calling his attention to the clause authorizing it, and probe the matter to the bottom. If skilled in cross-examination, you can open and ventilate facts with real power and truth.

Make out no proof of loss until you are fully satisfied on all points, and are ready to pay the claim; and in no other case give the company's blank forms to the claimant.

## Financial.

### STOCKS AND MONEY.

Reported by Blake & Alexander, Brokers.

TORONTO, Dec. 14, 1870.

The stock market continues to be moderately active; prices for the most part remaining unchanged since our last week's report. Money fairly easy. Sterling Exchange could be sold today at 109½ to 109¾.

**Banks.**—Sales of Commerce have been made to a considerable extent at 120½, sellers' now asking 121. Small amounts of Toronto have been sold at 151. A good demand is maintained for Royal at 70 with no-sellers under 70½. Ontario is rather inactive at 105 to 107. For British 108 continues to be offered without result. Montreal fell off during the week from 227 to 221½ now bid with sellers at 222½. Merchants continues firm, with sales at 120½ and 120¼. City is rather dull with few buyers, and sellers at 87.

**Bonds.**—Governments are purely nominal, there being none of any issue on the market. Dominion Stock changed hands at 110½. City Bonds remain firm at 93½ to 94. County Debentures are unchanged at 102½ to 103. Sellers of first class Townships at 96 for half-yearly coupons and 94½ for yearly.

**Sundries.**—Freehold Building Society would probably command 125½, no sellers under 126. Canada remains unchanged at 156½ to 137. There are buyers of Western-Canada at 126½, sellers at 127½ and transactions at 127. Union is worth 113 to 114, but shows no activity. A good demand is made for Canada Landed Credit at 100½ with few sellers. In the expectation of a half-yearly dividend of 6 per cent., which is to-day

declared, Western Assurance advanced from 92 to par, with sales at rates between these figures. Buyers of British America Assurance are offering 70. Canada Life would command 110. City Gas Company is very scarce with buyers at 117. Montreal Telegraph is asked for at 217½ but no sellers under 225.

### TORONTO STOCK MARKET.

Reported by Pollatt & Osler, Brokers.

TORONTO, Dec. 13, 1870.

A moderate business has been done in Stocks and Securities during the week, and prices continue firm without material change.

**Banks.**—There are buyers of Montreal at 221½, with no sellers under 222; market closes firm at these rates. Buyers of British continue to offer 108, without inducing sellers. Ontario remains without change since our last; buyers at 105, and sellers at 107. Small sales of Toronto early in the week at 150 and 151; buyers would now pay 152, sellers ask 154. Considerable sales of Royal Canadian at 69½ and 70, closing with fair demand at latter price. Sales of Commerce during the week at 120½ and 121, closing with sellers at latter rate. Buyers would pay 120 for Merchants; sellers ask 120½. Quebec are in demand at 112½; no shares on the market. Molson's are in demand at 109½; very little stock offering. City is asked for at 86, with no sellers. No Du Peuple on market; would sell at 105. Buyers offer 105 for Nationale; but none on market at this rate. Jacques Cartier is asked for at 115; no sellers. Mechanics' is nominal at 75 and 80. Buyers of Union at 109, and sellers at 110.

**Debentures.**—No Canada of any description on market; Dominion Stock offering at 110½. Sales of Toronto Bonds due 1889 at 93½ to 94, still procurable at latter rate. County sold at 103, at which rate there is a fair demand.

**Sundries.**—Not a share of City Gas has been on the market for several weeks; buyers would pay 117. British America Assurance is in demand, and 72 would be paid for a round lot. Western Assurance has sold during the week from 99 up to 98, closing with none on market. Canada Life is asked for at 110, but not a share to be had. Small sales of Canada Permanent Society at 137, but none on market, an advance would probably be paid. Large sales of Western Assurance at 127 and 127½, closing in demand at latter rate, with none on the market. Freehold is offering at 126 ex-dividend, with buyers at 125. Union is in fair demand; 114 would be paid for limited amounts. Buyers offer 217 for Montreal Telegraph, and holders will not sell under 225. Canada Landed Credit would be taken at par to 1 per cent. premium, according to amount. Toronto, Grey & Bruce Railway is procurable at 75, little doing. No sales of Toronto & Nipissing to report; 80 would be paid for a round lot. First-class Mortgages on productive property can be placed at 74.

### THE TRUST AND LOAN COMPANY OF UPPER CANADA.

The following report and statement of accounts for the six months ending the 30th of September of the current year, has been submitted to the Proprietors.

The balance at credit of revenue, including £1,975. 16s. 6d. brought forward from March last, is £17,004. 19s. 5d. The directors recommend that out of this balance a dividend at the rate of 8 per cent. per annum, less income-tax, be declared on the paid-up capital stock of the Company; £4,664. 16s. 2d. will be carried to the Reserve Fund, in accordance with the provisions of the Royal Charter of Incorporation; and the balance then remaining to the credit of the next half-year's accounts will be £2,340. 3s. 5d. During the period embraced by these accounts the