



Upon Receipt of Your Claim

Submit your claim to the attention of **INSURANCE CLAIMS**, using one of the following methods:

- REGULAR MAIL**
City of Medicine Hat
580—1st Street SE
Medicine Hat, AB T1A 8E6
Attention: Insurance Claims
- DROP OFF AT CITY HALL (580—1st Street SE) --**
Ensure your envelope indicates **INSURANCE CLAIMS**:
Drop off with the Cashiers (Main Floor) during working hours (Monday-Friday, 8:30 am—4:30pm) or leave in the Drop Box located on the west side of City Hall (near sundial) after working hours.
- FAX—403.502.8055**

IMPORTANT...

Depending on the circumstance, the **Municipal Government Act** dictates specific time limits to provide notice to the City and establishes procedures to initiate legal action. Consult the **Municipal Government Act** or contact your lawyer for further information.

An investigation will commence upon receipt of your claim and typically a response will be forwarded within four weeks.

The City will not be held responsible for your costs unless you can provide evidence that the City committed a negligent act or omission which resulted in injury or damage. Like most Canadian municipalities, the City of Medicine Hat only compensates when it is legally liable for the damage sustained. This approach helps to reduce costs for the taxpaying public—who ultimately bear the cost of these claims.

If you require further information or clarification regarding the claims process, please contact:

Treasury & Risk Management

403.529.8141

403.529.8174



The information contained herein is intended as an informal guide to assist users with the claims process. This brochure is not intended to be a substitute for legal advice. Persons with questions of a legal nature should consult with a lawyer. The City of Medicine Hat accepts no liability arising from the information provided in this brochure.



Making A Claim



TELEPHONE:
403.529.8174
403.529-8141

MAKING A CLAIM



If you have incurred costs for which you believe the City may be responsible, you must follow the process outlined below for the City to consider your claim.

The *Municipal Government Act* requires that the City receives notification in writing of the time, place, and manner in which the damage was sustained. There are cases that require you to place the City on notice within 21 days of the incident. To ensure that your claim does not fall outside of the notice period, in all circumstances, please forward it to the City within 21 days.

The City's receipt of a Claim does not constitute its acceptance of liability for any damage or loss sustained by the Claimant. Note that payment in respect of property damage or bodily

injury is contingent upon the City being found legally liable.

We suggest that you contact your insurance company or broker regarding damages– if the insurer believes that the City is responsible for your damage, they will seek compensation on your behalf as stipulated in your insurance policy.

It is your responsibility to take whatever action you deem necessary to preserve and protect your property from further damage or loss and further personal injury.



Claim Reporting Process

Prepare your notice of claim in writing, and ensure it contains the following information:

- Name, mailing address and telephone number of the person making the claim
- Date of Incident
- Time of Incident
- Exact Location of Incident (address or closest intersection)
- Details of Incident (description of what happened)
- Type of Damage or Injury