



If the claim relates to property or vehicle damage and you have insurance, report to your insurance company first. Your insurer may then submit a subrogated claim to the City of Richmond seeking compensation for their expenses, including deductibles.

How to Make a Claim

If you wish to make a claim, in accordance with Section 736 of the *Local Government Act*, you are required to provide notice of claim **in writing** to the City within two (2) months of the date the loss or damage occurred.

The written notice to the City should include the following information:

- Your name, home address, telephone number, email address;
- If this is a property damage claim, confirmation you are the owner of the property;
- Describe the damage:
 - How it occurred;
 - When it occurred (the exact date and time);
 - Where it occurred (please be specific – include address, street name, direction of travel etc.);
- Name and contact information of witnesses;
- Name and contact information of anyone else involved, including contractors, equipment operators;
- Any photographs of the location and damage; and
- Other supporting documentation.

Attached is the City Claims Form (fillable pdf). The completed Claims Form should be addressed to:

City of Richmond
6911 No. 3 Road
Richmond, BC V6Y 2C1
Attention: Law Department

Email: Claims@richmond.ca
Fax: 604-276-4037

Claims Process

Once the City of Richmond receives your notice of claim in writing:

- You will receive written acknowledgement of your claim submission;
- The City will forward your claim to the City's liability insurer who will then conduct an investigation into the claim. Depending on the type of claim, it may take several weeks, or longer, to investigate the claim and for a decision to be made; and
- You will be notified of the decision in writing upon the completion of the investigation.

Compensation is only considered when the person making the claim has provided evidence of legal liability for the injury or damage sustained.

Should you wish to appeal a claims decision, you may do so through the Provincial Court of British Columbia or Supreme Court of British Columbia. The Mayor and/or Council do not handle appeals on claims-related matters.



CONTACT

| | | |
|-----------------|---------------|---------------------|
| Name: | Phone: | Email: |
| Address: | City: | Postal Code: |

INCIDENT DETAILS

Location where incident occurred (Include the exact address, cross-streets, direction you were travelling (north/south/east/west) and, if applicable, whether you were travelling on the inner or outer lane):

Date of Incident:

Time of Incident:

Description of Incident (attach photographs and any other supporting information of the Incident):

Were there any witnesses? If yes, provide witness contact information: Yes No

Was there construction work or building work at the incident location? If yes, provide name of contactor or building name: Yes No

Did any emergency personnel attend such as paramedics, police or fire? If yes, provide file no.: Yes No

OTHER INFORMATION

Have you previously informed the City of Richmond of this incident? If yes, please provide the name of the City of Richmond staff you spoke with: Yes No

State why you feel the municipality is liable for your injury or damage:

As a result of the incident, what injuries or damages have you suffered (include pictures of the damage)?

Amount of Claim (attach supporting documentation): \$

Have you claimed, or will you be claiming, any compensation from an insurance provider? Yes No
If yes, provide the contact information of your insurance provider and file no.:

IMPORTANT

I confirm that I am over 19 years of age and am the owner of the property or vehicle damaged. I understand that:

- As per section 736 of the *Local Government Act*, RSBC 2015 c.1, notice must be delivered to the City in writing within two (2) months from the date on which the damage was sustained;
- There may be other limitation periods that apply to the claim;
- The written notice must set out the time, place and manner the damage was sustained;
- City's receipt of this notice does not constitute acceptance of liability for damages or loss sustained;
- I acknowledge the City is not prevented by receipt of this notice from arguing the notice's inadequacy; and
- The information contained herein does not take the place of legal advice.

Print Name: _____ **Date:** _____

Signature: _____