

## Frequently Asked Questions Regarding Property Hail and Wind Claim

### 1. What is a Proof of Loss? Do I need to fill it out?

Insurance companies are required by legislation to provide each insured with the Proof of Loss form at the onset of a claim. The proof of Loss can be used to formally present a claim for damages to the insurer. Since you have already notified your insurance provider of your claim, you are not required to complete the form at this time. However, you may present your formal claim at any point in the claims process prior to the limitation date of the claim.

### 2. What is a limitation date?

The Insurance Act of Alberta required that an action or proceeding against an insurer must be commenced within two years of the date the insured know or ought to have known of the damage. If your claim is not fully concluded prior to this deadline and you wish to have more time to resolve it, you must start an action or else your right to recovery for the damage may be barred.

#### **Time limits under the policy wording you should be aware of:**

- A. Your policy stipulates that there is a period of one year from the date when the loss occurred, to replace your contents without depreciation applied.
- B. Repairs to the building covered by your policy must be completed within two years of the date when the loss occurred.

### 3. I have been issued a settlement cheque. Does this cheque 'expire'?

The settlement cheque we have issued is valid for six months from the date on the cheque, after which point it becomes stale-dated. We can reissue the payment at any time within your two year limitation period.

### 4. Why does my mortgagee need to be on my settlement cheque?

We are legally bound to include all named insureds, including those with financial interest in your home.

### 5. What do I do if the mortgagee will not release the funds to me?

You will need to speak to your mortgagee to explain what the funds are for and advise if you are planning to complete the repairs. It is up to your mortgagee if they choose to release the funds. We are not permitted to reissue a new cheque without the mortgagee.

### 6. I have been issued a settlement cheque, but I want to have my home repaired. What do I do now?

If you've received a settlement cheque but would still like to proceed with repairing your home, you have three steps to complete:

- i. Cash the settlement cheque you received and once your home has been repaired, issue the same amount to the repair vendor, in addition to your portion of the claim.
- ii. Submit the receipt to your Claims Representative for the GST reimbursement
- iii. Promptly notify your broker with the receipt and photos of completed repairs to request hail and wind coverage be added back onto your policy.

## **7. I've decided not to proceed with repairing my home. How did you derive the amount of my settlement cheque?**

If you choose not to repair your home you will receive a settlement cheque based on the following calculation:

- Amount of your estimate
- Less any applicable depreciation
- Less any applicable deductible
- Less GST

Please note that once you cash this cheque, a Wind Hail Endorsement will automatically be applied to your home.

## **8. What is a Wind Hail Endorsement?**

A Wind and Hail Endorsement (WHE) excludes future wind and hail coverage to your home. If you proceed with repairing the hail damage, please provide your broker with the invoice and photos to have hail coverage put back on your home.

## **9. How will this affect my premiums?**

For any questions related to the premiums that you pay, you will need to contact your licensed insurance broker for the appropriate guidance.

## **10. Who do I contact if I have questions regarding repair start time or timelines to repair the damage?**

If you have any questions or issues with your repairs, please contact the vendor first. If your issue is left unresolved, contact your Claims Representative; they will ensure your issues are addressed and handled in a timely manner.

## **11. What if I choose to switch vendors?**

If you have received a co-payable cheque made out to you and the vendor you chose, but no longer want to use this specific vendor, please contact your Claims Representative to update your claim.

We will then cancel the first cheque and pay your newly selected vendor upon the completion of repairs, or we will issue you a new co-payable cheque made out to you and your newly selected vendor.

Please note that all payments issued for a new cheque or completed repairs must be made prior to your two year limitation date.

**More Information**

If you have any further questions that were not answered on this document, please give us a call at 1-866-464-2424 ext. 59025 or go online at [intactassist.com](http://intactassist.com).

Visit [intact.ca/client-centre](http://intact.ca/client-centre) to track the status of your insurance claims anytime, anywhere.