



FORT McMURRAY WILDFIRE CLAIM SUBMISSION GUIDE

Loss of Use

Damage to Residence

If your residence has suffered direct physical damage for the period of time that your residence is uninhabitable resulting from the Wildfires, your policy covers Additional Living Expenses and/or Fair Rental Value. A Wawanesa Claims Representative will be in contact with you to determine the extent of damage to your residence and assist you with your claim.

Please complete the Additional Living Expense form or Fair Rental Value form outlining any incurred Additional Living Expenses and/or Fair Rental Value (ie. temporary accommodation, meals, pet kenneling, mileage, loss of rental income, etc.). Ensure original receipts and/or rental documents are included to support your claim.

Please refer to your policy wording for your specific coverages and applicable coverage limits.

Prohibited Access/Mass Evacuation

*In cases where a mandatory evacuation order due to the Wildfires prohibits access to your residence, we insure Additional Living Expense and/or Fair Rental Value for a period not exceeding two weeks. For losses arising from the Fort McMurray Wildfires, Wawanesa is extending this time period from two weeks to a maximum of 30 days for **Additional Living Expenses only**. Mass Evacuation coverage for Additional Living Expenses ends on the date that the evacuation order is lifted pertaining to your premises, not exceeding the 30 day time period.*

Please complete the Additional Living Expense form or Fair Rental Value form outlining any incurred Additional Living Expenses and/or Fair Rental Value (ie. temporary accommodation, meals, pet kenneling, mileage, loss of rental income, etc.). Ensure original receipts and/or rental documents are included to support your claim.

Please refer to your policy wording for your specific coverages and applicable coverage limits. No deductible is applicable to this coverage.

Additional Coverages

Food spoilage

You may have sustained loss or damage to food while contained in a refrigeration and/or freezer unit caused by or resulting from a power failure on or off your premises, or the mechanical breakdown of your refrigeration and/or freezer unit. If the refrigeration and/or freezer unit(s) sustained damage because of food spoilage, coverage will also be afforded to the damaged refrigeration and/or freezer unit(s).

Please list the spoiled food on the Food Spoilage form. If the refrigeration and/or freezer unit(s) sustained damage, please list the Make, Model and size of the damaged unit(s).

Please refer to your policy wording for your specific coverages and applicable coverage limits. No deductible is applicable to this coverage.

Our goal is to help you through this trying time. Should you require further assistance, please contact your adjuster or submit your inquiries to wawaedmclaims@wawanesa.com.