



CLAIM INFORMATION

What should I do if I have a claim and believe that the City is responsible?

- Contact your insurance company as your policy may provide coverage for your loss.
- Document damages or injuries with photographs, invoices and receipts. Keep any damaged property available for inspection at a later date.
- To submit a claim, follow the procedures outlined below. Each claim will be examined individually and assessed on its own merit.

How Do I Submit a Claim to the City?

Submit a letter or Notice of Claim either by mail, e-mail or in person to:

**Risk and Controls
City of Lethbridge
910 – 4 Avenue South, Lethbridge, AB T1J 0P6
Phone: 311; Fax: 403-320-3822
Website: www.lethbridge.ca; E-mail: claims@lethbridge.ca**

Your claim should describe the damage or injury, how it happened, the location, date and time of occurrence. Identify any persons, equipment or other circumstances surrounding the incident and describe why you believe the City is responsible. Include your name, mailing address and telephone number.

About Your Claim

When Risk and Controls receives your claim, you will receive a written reply acknowledging receipt. We will start an investigation, which may include visiting the incident location, inspecting the damage, obtaining documents, and speaking to employees or other persons who may have knowledge of the situation. Once we have completed our review, we will notify you of the City's position in writing.

Like most Canadian municipalities, the City of Lethbridge provides compensation only when it is legally liable. The intent is to provide an equitable policy for the taxpaying public, who ultimately bear the cost of these claims.

Pursuant to the *Municipal Government Act*,
a person making a claim against the City of Lethbridge must do so in writing within 30 days of the incident,
or within 21 days if the incident involves snow, ice or slush on roads or sidewalks.

This information is merely a guide to assist with the City's claims process and is not intended to be a substitute for legal advice. If you have questions of a legal nature, please consult a lawyer.



NOTICE OF CLAIM

This Notice of Claim is for information only and does not infer acceptance of liability by the City of Lethbridge

The information requested is to obtain factual information regarding an incident or issue under authority of the Freedom of Information and Protection of Privacy Act. The information may be disclosed to interested parties for follow-up, investigation or litigation.

CLAIMANT'S PERSONAL INFORMATION		
First Name:	Last Name:	
Mailing Address:		
City:	Province:	Postal Code:
Home Phone:	Alternate Phone:	
E-mail:		
CONTACT INFORMATION (if different from above)		
First Name:	Last Name:	
Mailing Address:		
City:	Province:	Postal Code:
Home Phone:	Alternate Phone:	
E-mail:		
INCIDENT DETAILS		
Incident Date: (DD/MM/YY)	Time of Incident: a.m./p.m.	
Incident Location or Facility: (Be as specific as possible, stating the street address if applicable.)		
Persons or Equipment Involved:		
Description of Damage or Injury:		
Estimated Amount of Claim: (To substantiate your claim, provide original purchase receipts, repair estimates and photos.)		
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Description of Incident: (And why you believe that the City of Lethbridge is responsible.)

WITNESS INFORMATION

First Name:

Last Name:

Mailing Address:

City:

Province:

Postal Code:

Home Phone:

Alternate Phone:

E-mail:

DIAGRAM



The information provided is a factual and true account of my claim.

Signature:

Date: (DD/MM/YY)

Signature:

Date: (DD/MM/YY)

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