



ONCE SAFE TO RETURN HOME - EVALUATE YOUR PROPERTY



Are the common areas/building damaged? This includes water damage, smoke damage, vandalism and any other damages that may be related to the fire event.



Is your unit damaged? If your contents or, betterments and improvements are damaged, contact your personal insurer to review your personal insurance policy. Your personal policy may also assist for the costs associated with moving out of your home. If you did not have a personal insurance policy and were forced out of your home, you can also contact BFL CANADA for information about coverages that may be available to you.



Unit owners can notify their property manager of the damages to their unit. If the condo is self-managed, notify the board. The board and/or property manager can report damages directly to BFL CANADA for further assistance.

YOU HAVE DAMAGES – WHAT SHOULD WE DO?

Notify the BFL CANADA Claims Team via email or phone. We also, have a 24/7 emergency claims line where you can reach us.

During Regular Business Hours: 1 866 669-9602 | realestateclaims@bflcanada.ca

24/7 Emergency Claims Line: 1 866 938-5691

AFTER DAMAGES ARE REPORTED, THE CONDO HAS TWO OPTIONS:



Open a Claim. An adjuster will be assigned to help facilitate the claim. The claim will be reported to Insurers and an adjuster will contact you to start the claim process.



Open an Incident. If you are unsure about the extent of the damages or the costs a BFL CANADA Claims Advisor will open an incident and assist the condo with gathering the documentation they will need to make an informed decision.

Don't forget to reach out to us, the BFL CANADA Claims Team is always there to help.

In anticipation of events such as this, we have a dedicated team of adjusters and restoration company partners ready to assist with any losses as they arise, ensuring the best claims experience possible.