

Checklist – Condominium claims

What to do to start your claim process

Use this document if you own a condominium (divided co-ownership) in Quebec and need to make an insurance claim for a loss in your unit.

Instructions

- ✓ Print this document and use the *What to do* section below to collect the information you need
- ✓ Your claims advisor will let you know when and how to send us the documents and information we need
- ✓ If you have any questions or concerns, please call us at 1-888-776-8343 and we'll be happy to help

What to do

- ✓ Take photos of the damage
- ✓ Tell other condo owners who are also affected to contact their insurers
- ✓ Notify an administrator from your condominium syndicate so that they can contact the insurer for the condominium building
- ✓ Find out the cause: _____
- ✓ Get a copy of your declaration of co-ownership
- ✓ Take down contact information for all condo owners affected by the loss:

| Condo unit at the source of the loss | |
|---|--|
| Owner's first and last name | |
| Address | |
| Daytime phone number | |
| Insurance company | |
| Policy number | |

| Condo owner affected by the loss (1) | |
|---|--|
| First and last name | |
| Address | |
| Daytime phone number | |
| Insurance company | |
| Policy number | |

| Condo owner affected by the loss (2) | |
|--------------------------------------|--|
| First and last name | |
| Address | |
| Daytime phone number | |
| Insurance company | |
| Policy number | |



If more condo owners are affected, use a separate sheet to note down their contact information.

- ✓ Get contact information for your condominium syndicate:

| Syndicate member or building manager | |
|--------------------------------------|---|
| First and last name | |
| Daytime phone number | |
| This person is: | <input type="checkbox"/> A member of the condominium syndicate <input type="checkbox"/> The building manager |

| Condominium building insurance policy | |
|---------------------------------------|--|
| Insurance company | |
| Phone number | |
| Policy number | |

- ✓ Use the [\(PDF\) List of property](#) to inventory your damaged property
- ✓ List any building improvements or modifications carried out after construction that have increased the value of your unit:

| List of improvements and modifications (damaged in the loss) | | |
|--|--------------------|--------------------------|
| Description of work | Year work was done | Price paid (incl. taxes) |
| | | |
| | | |
| | | |
| | | |
| | | |



*Don't forget to include improvements and modifications done by the previous owners.
Example: replaced original living room carpet with hardwood flooring / 2010 / \$5 200.*