

**Read the instructions carefully before filling out the application form**

If the claimant disagrees with the decision made regarding their Disaster Financial Assistance claim they may ask to have their claim reviewed by filing a claim settlement review application. The request must be made within 45 days of the date of the letter informing them of the decision of their claim. Prior to submitting an application for a claim review the claimant must meet the following criteria.

1. Have contacted Recovery Services at 1-888-553-8558 and discussed the concern with a Claims Officer.
2. Have had a damage assessor visit the damaged property at least once.
3. Received written notice of their ineligibility, or eligibility assistance amount under the DFA program.
4. Attached all relevant supporting documentation.
5. Submit a completed claim settlement review application. Note that a completed application is determined by the Recovery Manager.

An application can be completed by a homeowner, tenant, business owner or a Not-for-Profit. The following information must be provided with the application at the time of filing.

- The reason for the request;
- Any new supporting information that was not supplied with the original DFA application;
- Copies of existing relevant findings and/or reports from specialists and/or consultants not originally submitted with the original DFA application;
- Copies of relevant invoices or quotes;
- If the application is urgent, the applicant must state this on the application, along with the reasons of urgency and the timeframe within which it is requested that the assistance be provide. (example: you are due to leave the country, your property is going up for sale, urgent medical reasons, etc.).

## **TIMELINES**

Once the Recovery Manager has determined that the Claim Settlement Review Application is complete and has met all of the filing criteria noted above, the Manager or his/her designate will respond to the claimant as soon as possible. Applications are reviewed in the order they are received. If the request is urgent and the claimant has noted this on the application every possible effort will be made to accommodate the timeframe indicated.

Submitting an Application for review does not guarantee a dispute will be resolved in the claimant's favour. All decisions are based on information considered by the Recovery Manager and the Disaster Financial Assistance Program Policy and Guidelines.

## **Claim Settlement Review Board**

The Claim Settlement Review Board consists of an Executive Director responsible for the program, Director of NB EMO, Recovery Manager and Financial Analyst.