

## Three Years Later: What You Need To Know

### **Have all Fort McMurray fire victims been compensated?**

The overwhelming majority of claims related to the Fort McMurray fires are resolved. Insurers are working with the remaining policyholders to discuss options available to them and timelines for settling their claims. Alberta's insurers remain committed to resolving every outstanding file and continue to work with policy holders on outstanding issues.

### **My claim hasn't been resolved yet. How can I find out how much longer it will take?**

Alberta's insurers and government have been working together to ensure residents who need more time to finalize their claims get this time. We encourage all residents who still have outstanding claims to reach out to their insurer to discuss their options.

### **What if I have other questions?**

The devastating wildfires in May 2016 caused the largest insured disaster in Canada's history. The event triggered over 60,000 insurance claims, generating \$3.6 billion in damages. Insurers have been on the ground since the fires began and will stay until all claims are resolved.

If you have any questions or if you want to talk to someone about your claim, contact IBC's Consumer Information Centre at the number below.

## We're here to help.

**Consumer Information Centre Phone:** 1-844-2ask-IBC (1-844-227-5422)

**Email:** [askibcwest@ibc.ca](mailto:askibcwest@ibc.ca)

**Twitter:** @IBC\_West

## About Us

Established in 1964, Insurance Bureau of Canada (IBC) is the national trade association representing Canada's private home, auto and business insurers.

Its member companies represent 90% of the Canadian property and casualty insurance market. IBC works on a number of fronts to increase public understanding of home, auto and business insurance.