

# Reporting a Damage Claim

Complete ALL sections of this form to report your damage claim when travelling on Highway 407.

Once you have completed the form, please submit to:

## **407 ETR INFRASTRUCTURE for damage claims relating to highway construction**

- Email it to [infrastructure@407etr.com](mailto:infrastructure@407etr.com); or
- Mail it to, or drop it off, Attention: 407 ETR Infrastructure at 6300 Steeles Avenue West, Woodbridge, Ontario L4H 1J1

## **407 ETR HIGHWAY OPERATIONS for damage claims relating to highway maintenance**

- Email it to [hwyops@407etr.com](mailto:hwyops@407etr.com); or
- Mail it to, or drop it off, Attention: 407 ETR Highway Operations at 6300 Steeles Avenue West, Woodbridge, Ontario L4H 1J1

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### **Important information you should know when reporting a damage claim:**

- For the purposes of this form, *you* and *your* refer to the claimant reporting the damage claim who signs this form; *we*, *our* and *us* refer to 407 ETR; and *407 ETR Contractor* refers to the prime contractor that provide services to 407 ETR.
- You must report a damage claim to us within thirty (30) days of the date of the incident.
- If damage to your vehicle was caused by another motorist travelling on Highway 407, neither 407 ETR nor it's Service Provider is responsible for such damage. Any and all damage claim reports claiming such damage will be declined, and you should contact your insurance company and the police to report the incident.
- 407 ETR will conduct a full investigation of our records and will respond to your claim within 10 business days.
- By signing this form, you understand and agree that the information you have provided will be collected, used and retained by us in accordance with Canada's *Personal Information Protection and Electronic Document Act* (PIPEDA) for the purposes of administrating, reviewing and/or investigating your damage claim, and that 407 ETR may release such information to 407 ETR Contractor(s) to fulfill such purposes.
- Please submit your completed form to: (a) 407 ETR Infrastructure, if your damage claim relates to highway construction; or (b) to 407 ETR Highway Operations, if your damage claim relates to highway maintenance.

If you have questions or concerns about completing this form, please contact 407 ETR at 1.888.407.0407 from Monday to Friday between 8:30am – 4:30pm.

# Reporting a Damage Claim

## 1 Information about the claimant

<input type="checkbox"/> Mr. Last name <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms.		First name			Middle initial
Address (number and street)		Suite no.	City		Province or state
Postal or zip code		Home telephone		Business telephone	Extension
Email address					

## 2 Information of claimant's damaged vehicle

Licence plate number	Province or state	Vehicle make	Vehicle model	Vehicle year	Vehicle colour
Date and time of incident		Nearest interchange where the incident occurred		Direction travelling on Hwy 407 (eastbound or westbound)	
Description of damage(s)					
Detailed description of how the damage(s) occurred					

## 3 Declaration and consent

I declare that the information on this form is true, accurate and complete to the best of my knowledge, information and belief.

By signing this form, I understand and agree that the information in this form may be used in accordance with the terms of this document and the Privacy Statement below, and that I will be contacted in connection with resolution of my claim.

Name (first, middle initial, last)	
Signature X	Date (dd/mm/yy)

### PRIVACY STATEMENT

Information provided by the claimant is collected, used and retained by 407 ETR in accordance with Canada's *Personal Information Protection and Electronic Document Act* (PIPEDA) for the purposes of administering, reviewing and/or investigating damage claims. The information provided by the claimant will be held in confidence, and will only be disclosed to a 407 ETR Contractor in order to fulfill the purposes described above.