



## Reporting a Construction Claim

All incidents, claims or losses on the Construction Site should be immediately reported by email and sent to: [vancouver.claims@marshcanadaclaims.com](mailto:vancouver.claims@marshcanadaclaims.com)

Please use: “**New BC Gov’t Construction Program Claim to be Reported\***” as the subject line of your email and provide the following details:

1. Location of loss
2. Date of loss
3. Description of loss (including estimated cost of repairs, if known)
4. Provide damage photos (if available)
5. Describe the project as a “new build” or “renovation”
6. Provide the certificate number assigned to the project

**Please copy (cc) your HCPP Risk Consultant when sending your email to the Marsh Claim Department.**

\*If you don’t use the subject line noted above, the email may go to the incorrect department at Marsh, and this may delay the claims process.

If damage is caused to property that is not part of the construction project (i.e., a pipe is damaged during construction and water flows down from the construction project site to another floor in the building), if the damaged property is owned by the Health Care Agency (HCA), please **also** report the loss to [RMBclaims@gov.bc.ca](mailto:RMBclaims@gov.bc.ca).

If damaged property is not owned by the HCA, you will need to report the loss to the property owner. Any third parties impacted by a construction related loss should report these incidents to their own insurer.

March 2024 – Published by the Health Care Protection Program

It should be clearly understood that this document and the information contained within is not legal advice and is provided for guidance from a risk management perspective only. It is not intended as a comprehensive or exhaustive review of the law and readers are advised to seek independent legal advice where appropriate. If you have any questions about the content of this Risk Note, please contact your organization’s risk manager or chief risk officer to discuss.