

## Vehicle Damage Claim Form

Complete ALL sections of this vehicle damage claim form to report damage to your vehicle that occurred when travelling on Highway 407 ETR. Once you have completed the form, please submit to:

### 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 before submitting a vehicle damage claim form:

- Vehicle damage is a risk of driving. As the operator of Highway 407 ETR, 407 ETR is not responsible for damages caused to a vehicle where road conditions, including roadway debris situations, may have been a contributing factor, provided that the Company has met the applicable Ontario Ministry of Transportation (MTO) requirement to monitor and reasonably maintain safe roadway conditions.
- If you complete and submit a vehicle damage claim form, we will investigate the condition of the roadway at the date, time, and location of your vehicle incident, while also reviewing our highway patrol and maintenance records, and inform you whether 407 ETR met the applicable MTO standard. Highway 407 ETR is patrolled by 407 ETR patrollers 24 hours a day, 7 days a week, 365 days a year. In the vast majority of vehicle damage incidents that are investigated, it is confirmed that 407 ETR has met or exceeded the applicable MTO patrol and maintenance standards for highways.
- If damage to your vehicle was caused by another motorist travelling on Highway 407 ETR, neither 407 ETR nor its 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.

### Important information you should know if submitting a Vehicle Damage Claim Form:

- 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 Service Provider* refers to any contractor that provides services to 407 ETR.
- You must report a damage claim to us within thirty (30) days of the date of 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.

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		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 Service Provider in order to fulfill the purposes described above.