

**CITY OF KELOWNA
CLAIMS AGAINST THE CITY**



WITHOUT PREJUDICE

Please be advised that all claims made against the City of Kelowna are handled by the Risk Management Department.

It is your responsibility to take whatever action you deem necessary to preserve and protect your property from further damage or loss, and further personal injury.

Should it be necessary for you to make a claim against the City of Kelowna, there is a statutory deadline of two (2) calendar months from the date of the incident or when you first became aware of the incident to submit the Notice of Claim in writing to the City.

Your written Notice of Claim should contain the following:

- Date written;
- Your full name;
- Mailing address;
- Addressed to:
 - City of Kelowna
 - 1435 Water Street
 - Kelowna, BC V1Y 1J4
- Attention: Risk Management
c/o City Clerk's Office
- or Email riskmgmt@kelowna.ca
- Date of the incident;
- Location of the incident;
- Nature of the claim;
- Estimated dollar value of the claim;
- Reason why you think the City is responsible;
- Home and business telephone numbers.

Please note, any correspondence is on a without prejudice basis and should not be construed in any way as accepting liability or a promise of any payment. We will review the information provided and will consult our insurer if required.

Last Updated: 2024-11-18