

Confirming (through the call centre) you received your Claim Form:

If you wish to confirm receipt of your claim form, kindly wait *six weeks from the time you sent in your Claim Form* before calling to confirm it has been received. This allows the Claims Centre to properly and securely enter the information into their system.

Level 1 Claims: It can **take up to six (6) months for the Administrator' to review and approve a complete** and eligible Level 1 Claim Form, from the day it received. Eligible Claimants will receive a payment letter from the Claims Administrator to confirm a claim has been approved.

Level 2-5 Claims are being reviewed by the Claims Administrators, as well as by the Government of Canada. You will be notified when your claim has been sent to Canada for review. Please note due to the complexity of each individual experience, **therefore in some cases claims for Level 2-5 may take up to 12 months for the review process to be complete.**