



SANDBOX PROPERTY CLAIM GUIDE

Property Mitigation

- Whether you have reported your claim or not please prevent more damage from happening (if safe to do so).
- Document the damage you see via photos or videos.
- Keep any items and receipts you think may be part of the loss.

Loss Notice Info

- Claims can be reported in a couple ways:
 - Website - <https://sandbox.ca/make-claim>
 - Phone – 1.800.667.3067
 - Email – claims@sandbox.ca

Details needed with a Property Loss Notice:

- | | |
|--|--------------------------------------|
| • Insured Name, Address & Contact Info | • Sandbox Policy Number |
| • Date of loss | • Details of the loss |
| • List of damages | • Location of loss |
| • Copy of estimates (if applicable) | • Police File Number (if applicable) |

Property Claim Portal

- When a property claim is submitted at Sandbox you will receive an option to sign up for the Claims Portal. The Claims Portal gives you a visual representation and overview on the status of your open claims along with recently closed claim. The claims log displays a more detailed commentary. This field will continue to populate as the claims status is changed throughout the life of the claim.

Property Claim Steps

- **Claim Received**
 - We've got your claim! Thanks for sharing your claim story with us—we're on it. A dedicated Claim Concierge will be assigned to guide you through the process and help get things sorted.
- **Gathering Details**
 - We're currently reviewing your policy and working with our trusted vendors and experts to make sure we have everything needed for your unique claim.
- **Claim Decision**
- **Establishing Costs & Payment**
 - We're busy pulling together estimates and vendor quotes to determine the best way forward for your claim.
- **File Closed**
 - We are happy to report that your claim has been successfully resolved and is now closed.