



Government of Newfoundland and Labrador
Fire and Emergency Services – Newfoundland and Labrador

To: Owner/Occupant
From: Fire & Emergency Services – Newfoundland and Labrador (FES-NL)
Date: September 21, 2010
Re: Disaster Financial Assistance Arrangements (DFAA) Program

I am writing with respect to the weather event which affected parts of Newfoundland and Labrador on September 21, 2010.

Fire and Emergency Services - Newfoundland and Labrador (FES-NL) is responsible for administering the Newfoundland & Labrador Disaster Assistance Program. This program is based upon the Government of Canada's Disaster Financial Assistance Arrangements (DFAA) Program.

Enclosed, you will find a claims package which is required to be completed and submitted to: Fire and Emergency Services - Newfoundland and Labrador, 25 Hallett Crescent, P.O. Box 8700, St. John's, NL., A1B 4J6 and some general information which may be helpful to you at this time. The deadline date for submission of applications is **January 14, 2011. No late applications will be accepted.**

Please note, this program is not an insurance policy and will not cover all damages that would normally be covered under your insurance policy.

Claimants are advised to enclose pictures, videos and any other documentation which will support your claim.

Once we have received your application an Adjuster will be assigned to your claim. The Adjuster will contact you to arrange to visit your property to assess the damage.

If you have undertaken any work or purchased any items to limit or repair damages, an explanation of what was done should be included with your claim. As well, you should submit all invoices and verification of payment with your application. **Damaged items must not be disposed of until they have been assessed by the Adjuster. They can be removed from the property and placed outside, please take photos of the items before you remove them from the damaged property.**

If you require further information, please contact our office at 729-3703 or 1 888 395-5611.

Pamela Rodgers
Director of Emergency Services
Fire and Emergency Services - Newfoundland and Labrador