

# Lake Manitoba

## 2011 Flood Class Action Settlement

### CLAIMS SUBMISSION PROCESS FAQs:

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Frequently asked questions and answers are for general information only with any final assessment of Claimant Eligibility or Claim amounts based only on the court-approved Claims Administration Procedure.

Question	Answer
1. Where do I get the forms that I need to submit a claim?	<p>As Claims Administrator, we provide multiple places for you to get the <b>Claim Registration Form</b> you need for the Claims Administrator to assess your potential eligibility to participate in the Class Action Settlement Funds.</p> <ul style="list-style-type: none"><li>▪ You can <b>DOWNLOAD</b> the Claim Registration Form at: <a href="http://www.LakeManitobaFloodSettlement2021.com">www.LakeManitobaFloodSettlement2021.com</a>.</li><li>▪ You can complete an <b>ONLINE</b> version of the Claim Registration Form and upload supporting documents at: <a href="http://www.LakeManitobaFloodSettlement2021.com">www.LakeManitobaFloodSettlement2021.com</a>.</li><li>▪ You can request the Claim Registration Form by <b>EMAILING</b>: <a href="mailto:Claims@LakeManitobaFloodSettlement2021.com">Claims@LakeManitobaFloodSettlement2021.com</a></li><li>▪ We can <b>MAIL</b> you the Claim Registration Form.</li><li>▪ We can <b>FAX</b> you the Claim Registration Form.</li><li>▪ You can <b>PICK UP</b> the Claim Registration Form at our office between 8:30 am to 4:30 pm at:  Exchange Group 1 – 554 St. Mary’s Road Winnipeg, MB R2M 3L5</li></ul>

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2. Do I have to contact the Government to get the documents / evidence I had submitted back in 2011 to 2014?	No. By completing the Claim Registration Form, you authorize EXG as the Claims Administrator to obtain your applications, supporting documents / evidence, and details of compensation payments received under the original Government Financial Assistance Program.
3. What if I do not remember or am unsure if any compensation was received from the Government Financial Assistance Program were received?	By completing the Claim Registration Form, you authorize EXG as the Claims Administrator to obtain any of your applications, supporting documents / evidence, and details of compensation payments received under the original Government Financial Assistance Program.
4. When will I get paid my compensation?	Subject to the assessment of your Claim being determined as eligible by the Claims Administrator and based on the court-approved Claims Administration Criteria process, you will have two payment options.  If you select Option 1 Fixed Payment Amount, it is expected that payments will be made within one year, depending on the number of claims submitted.

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Question	Answer
	<p>If you select Option 2 Detailed Assessment, then it is expected that payments will be made within two to three years, depending on the number of claims submitted.</p> <p>All potential compensation requires court approval before any payments can be made.</p>
5. What if I am late / miss a form filing deadline or providing supporting evidence to the Claims Administrator?	<p>The Claims Administrator uses the court-approved Claims Administration Procedure to enforce the various deadlines established by the court or set out as part of the Claims Administration process. If a Claimant is late / misses filing a form deadline or providing the required supporting documentation, they will not be eligible for any compensation.</p>
6. How will I know the Claims Administrator received my Claim Registration Form?	<p>The Claims Administrator will provide you with a Notice confirming the receipt of your Claim Registration Form with your unique Claim Number that you can use to make inquiries on the status of the assessment of your Claim.</p>

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Question	Answer
7. When can I select which Claim Option I want?	<p>After submitting your Claim Registration Form and if the Claims Administrator assesses you are eligible, you will receive a Claim Option Form customized to your situation based on the Original Government Financial Assistance Program compensation amounts you received from MASC.</p> <p>You will have 90 days after receipt of your Claim Option Form to return the completed Claim Option Form with your selection.</p>
8. What is the difference between Option 1 and Option 2 payments? And why would I select one or the other?	<p>After submitting your Claim Registration Form and if the Claims Administrator assesses you are eligible, each Claimant will receive a Claim Option Form outlining your options.</p> <p><b>Option 1.</b> You have the option to accept a <u>Fixed Class Action Settlement Amount</u> based on the Original Government Financial Assistance Program payments you received and on the Claims Administration Procedure Option One Compensation Table.</p> <p>You can choose to accept the Option 1 Fixed Class Action Settlement Amount without submitting any further supporting documentation.</p> <p>If you select Option 1 Fixed Payment Amount, then it is expected to be paid within one year depended on the number of claims submitted.</p>

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Question	Answer
	<p><b>Option 2.</b> If you believe your compensation should be greater than the Option 1 Fixed Class Action Settlement Amount offer or you did not apply to receive compensation from the Original Government Financial Assistance Program, then you can select Option 2 that will result in the Claims Administrator performing a detailed assessment of your Claim for calculating your potential compensation.</p> <p>If you select Option 2 Detailed Assessment, then it is expected to be paid within two to three years depending on the number of claims submitted.</p>
9. How will I know the Claims Administrator received my Claim Option Form?	<p>If the Claims Administrator deems you are eligible, you will receive a Claim Option Form customized to your situation based on the Original Government Financial Assistance Program compensation amounts you received from MASC.</p> <p>You will have 90 days after issuance of the Claim Option Form to return the completed form with your selection to the Claims Administrator.</p> <p>The Claims Administrator will provide you with a Notice confirming receipt of your Claim Option Form and confirming your selection(s).</p>

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Question	Answer
10. Can I select Option 1 <u>or</u> Option 2 for each of the different Parts of the Original Government Program?	Yes. If the Claims Administrator assesses you are Eligible, as part of your Claim Option Form that will be provided, you may choose either Option 1 or Option 2 for any of the Parts A, B or C.
11. Can I select both Option 1 <u>and</u> Option 2 for one Part of the Original Government Program? For example, I want to select the Option 1 Fixed Payment Amount for some of my Part C Property Claim and Option 2 for other parts of my Part C Property Claim?	No. If the Claims Administrator assesses you are Eligible, the Claims Administration Procedure requires you to select either Option 1 or Option 2 for each Part of the Original Government Financial Assistance Program payment(s) your received.  In other words, you cannot select both Option 1 and Option 2 for an individual Part even if you believe you received adequate compensation from the Original Government Financial Assistance Program for some of the Parts but not for other areas of the Part.
12. What if my damage was greater than the Option 1 Fixed Payment amounts?	If you submit a Claim Registration Form and the Claims Administrator assesses that you may eligible for compensation, then you can choose to have your damages assessed by the Claims Administrator by selecting Option 2.

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Question	Answer
	Evidence and supporting documents will be required to determine the May 2011 reasonable Repair or Replacement Cost as well as the May 1, 2011, Fair Market Value of the property.
13. Do I have to pay anything in order to submit a Claim?	<p>No. You do not have to pay anything to participate in the Class Action Settlement ruling, submitting your Claim or receiving compensation.</p> <p>If you chose to engage your own Legal Counsel or incur any out-of-pocket expenses to prove your Claim, then you will be responsible for those costs (for example, 50% reimbursement of any property appraisal valuations is included in the Claims Administration Procedures).</p>