

Homeowner Claims Submission Tool Tip Sheet

How Do I Navigate to the Homeowner Claims Submission Tool?

- 1 Open your personalized invitation e-mail from no-reply@cmhc.ca and select Accept invitation.
- 2 If you do not have an existing Microsoft account, follow the required steps to create one.
- 3 Navigate to the Insurance Servicing Tools login page using the [English](#) or [French](#) URL, depending on your language preference.
- 4 Enter your login credentials and perform any additional security verification steps.
- 5 Navigate to the Homeowner Claims Submission card on the Dashboard and select the appropriate Quick Link.

Where Can I Access Support?

For any questions related to claims contact the **Claims Payment Centre** at 1-866-358-9999 from

- 9:00 a.m. to 5:00 p.m. EST, Monday to Friday

You can also contact the Claims Payment Centre via cpc@cmhc.ca.

For any question or issue regarding the login or access process, contact the **Help Desk** at 1-866-748-2600 from

- 6:30 a.m. to 11:00 p.m. EST, Monday to Friday and 8:00 a.m. to 8:00 p.m. EST, on weekends.

You can also contact the Help Desk via helpdesk@cmhc.ca.



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When to Use the Homeowner Claims Submission Tool?

All new main claims and future associated supplementary claims (1-4 units) should be submitted using this tool. Rental/Multi-Unit claims (greater than or equal to 5 units) and supplementary claims for which the main claim was submitted in emiliCLAIMS must continue to be submitted via emili CLAIMS.

What Are the Main Steps Involved in the Submission of Homeowner Claims?

1 Navigate to the Homeowner Claims Submission page

Navigate to the Insurance Servicing Tools login page using the English or French URL, depending on your language preferences.

You can access the Homeowner Claims Submission page by selecting **Submit a New Homeowner Claim** in the Quick Links section on the Dashboard or through the Menu of the Insurance Servicing Tools.

2 Complete the Homeowner Claims Submission

Step 1 of 2: Validate Loan Information & Type of Claim. Activate the submission by first validating the loan information and claim type. If you experience any of these errors, you must address them before moving on to Step 2. You can save a draft of your Homeowner Claims Submission any time after completing Step 1, by **selecting Save Draft** on the Status Tracker.

Step 2 of 2: Enter Claim Information. This step will be activated and sections A to J will be displayed. Complete all 10 sections with the required information.

When you finish completing all the sections, **select Submit** on the Status Tracker and address any errors as required.

3 Monitor the Homeowner Claims Inventory

After submitting a homeowner claim, you will be redirected to the Homeowner Claims Inventory. Keep in mind that you can also access the inventory from the Dashboard or Menu. In the inventory you can **review your claim and its associated status, submit any additional required documents and access the final outcome of your claim calculation.**

CMHC will immediately begin to validate and review your homeowner claims submission. You will receive automated emails from CMHC when important updates have been made. During this stage you can also communicate with CMHC if you have any questions using the **Send Comment to CMHC** functionality on the Attachments & Comments tab.

