



## FREQUENTLY ASKED QUESTIONS

# Filing a Claim

### **Question 1.** [When can I file a Claim?](#)

The Claim Registration Period began on January 6, 2025, and will stay open for two years. If less than 50% of the total Settlement Fund has been claimed by the end of this period, the Claims Administrator can request a one-year extension.

### **Question 2.** [Where do I get the forms that I need to submit a claim?](#)

Claim Registration Forms and a detailed Instruction Package on how to complete your claim are available in multiple formats at [www.CSASettlement.com](http://www.CSASettlement.com).

You are able to:

- Complete an ONLINE version of the Claim Registration Form and upload supporting documents.
- DOWNLOAD the Claim Registration Form.
- Request the Claim Registration Form by EMAIL.
- MAIL you the Claim Registration Form.
- FAX you the Claim Registration Form.
- PICK UP the Claim Registration Form between 8:30 am to 4:30 pm at:

Exchange Group  
1 – 554 St. Mary's Road  
Winnipeg, MB R2M 3L5



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### **Question 3. Who can submit a Claim?**

If you are 18 years old or older, you can file a claim yourself or your legal representative who may include:

- Power of Attorney for a Class Member
- Executor(s) or Administrator(s) for the Estate of a Class Member
- Public Guardian and Trustee
- A CFS Agency with Child-in-Careship of a Class Member

If you are under 18 years old, your legal Guardian must file a claim on your behalf who may include:

- Parent, Grandparent, etc.
- Executor(s) or Administrator(s) for the Estate of a Class Member
- Power of Attorney for a Class Member
- Public Guardian and Trustee
- A CFS Agency with Child-in-Careship of a Class Member
- Any other individual or entity as may be accepted by the Claims Administrator.

### **Question 4. What info do I have to provide?**

You need to complete the Claims Registration Form, provide a current (not expired) Government-Issued ID and a listing of the CFS Agencies you were a Child-in-Care (if you know that information).

A Claimant will not be assessed as eligible without providing:

- a valid Government-Issued ID (current not expired)
- a Declaration of Guarantor for Proof of Identify Form
- a letter Certifying the identity of the Claimant from a:
  - First Nation membership clerk;
  - CFS Agency; or
  - Social service agency;



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Documents that may be considered in the sole discretion of the Claims Administrator including but not limited to:

- Driver's License: Issued by any Canadian province or territory.
- Passport: Canadian or foreign, must be valid.
- First Nation/Indigenous Government ID: Issued by any First Nation/Indigenous Government.
- Provincial or Territorial Identification Card: Issued by any Canadian province or territory, including Manitoba Identification Card.
- Permanent Resident Card: Issued by Immigration, Refugees and Citizenship Canada (IRCC).
- Secure Certificate of Indian Status (SCIS) Card: Issued by Indigenous Services Canada.
- Métis Citizenship and Harvester Identification Card: Issued by the Manitoba Metis Federation.
- Military Identification Card: Issued by the Canadian Armed Forces.
- Canadian Firearms License (Possession and Acquisition License): Issued by the Royal Canadian Mounted Police (RCMP).
- Enhanced Driver's License (EDL): Issued by Manitoba Public Insurance (MPI).

Other: Additional supporting ID may be provided including Birth Certificate, Fishing License, Hunting License, Prison/Correctional ID, Manitoba Health Care.

### **Question 5. What if my child who is or was a Child-in-Care does not have ID?**

You, as the legal Guardian of the Child-in-Care, will need to complete the Claims Registration Form and provide a Government-Issued ID and a listing of the CFS Agencies the individual was a Child-in-Care (if you know that information) as well as documentation showing you are the Child-in-Care's legal guardian.



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### **Question 6. [What if I do not remember or am unsure when and where I was a Child-in-Care?](#)**

By completing and submitting the Claim Registration Form, you can estimate the months/years you were a Child-in-Care and also the Claims Administrator can obtain your CFS Agency information.

The Claims Administrator will cross reference the other information on your Claims Registration Form to CFS Agency information to determine where and when you were a Child-in-Care.

If the Claims Administrator needs additional information from you, the Claims Administrator will contact you directly.

### **Question 7. [What if I was with different CFS Agencies?](#)**

When you complete and submit the Claims Registration Form, you can list all the different CFS Agencies you were in care.

Any potential compensation that may be assessed is based on all your Placements at any of the Indigenous and Non-Indigenous CFS Agencies.

### **Question 8. [What if I do not have a permanent address?](#)**

It is recommended that you contact your CFS Agency, who will assist you in completing the Claims Registration Form, including what address you may use.

### **Question 9. [How will I know the Claims Administrator received my Claim Registration Form?](#)**

Upon completion of the assessment of your Claim, the Claims Administrator will provide you with a Notice of Eligibility or Notice of Ineligibility along with a unique Claim Number that you can use to make inquiries on the status of the assessment of your Claim.



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### **Question 10. What happens if I submit my claim late?**

If you do not submit a Claim Registration Form by the end of the Claims Registration Period, you lose the right to compensation. However, the Claims Administrator may, at their discretion, accept late submissions if reasonable grounds are provided.

### **Question 11. Can more than one person file a claim for me?**

No. Only one Claim will be accepted for each Class Member. If you have a legal representative, that person can file a Claim on your behalf.

### **Question 12. What if the Class Member has died?**

The Class Member's Executor(s) or Administrator(s) for the Estate of a Class Member can file a Claim. Proof of Probate or Letters of Administration will be required.

### **Question 13. What if I am under 18 years old and my parent or legal guardian does not submit a Claims Registration Form for me?**

The Claims Administration Procedure directs the Claims Administrator that at the end of the Claims Registration Period, for any Child-in-Care under 18 years old who have not filed a Claims Registration Form, or who the Claims Administrator is aware has died, the Claims Administrator will complete a Claims Registration Form on behalf of each former Child-in-Care and calculate their compensation. When you turn 18 years old, you can contact the Claims Administrator to obtain your potential compensation held in trust.

### **Question 14. Do I have to pay anything in order to submit a Claim?**

No. You do not have to pay anything to participate in the Class Action Settlement, submitting your Claim or receiving compensation.



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### **Question 15. Do I need to consult with my Legal Counsel to file a claim?**

It is up to each Claimant to involve their own Legal Counsel at any stage of the Claims Administration process.

You are not required to have Legal Counsel to submit a claim.

If you choose 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.