

# Vehicle Damage Claim Application Guide

This guide provides an overview of how to create and submit a vehicle damage claim.

## 1 – How to file a claim

Make sure you have the necessary information to submit a claim. To make sure you have all the necessary information, visit the [Provincial Highways Damage to Vehicles webpage](#).

Once you have your information, fill out the application form by clicking on the “File a Claim” button in step 3 on the [webpage](#). You do not have to register in order to access the form and submit your application.

## 2 – File a claim

Complete the fields in the form.

Most fields are required, but read the introductory material at the top of the form before you begin.

This is the top portion of the form, including introductory material:

### Ministry of Highways & Infrastructure

### Vehicle Damage Incident Report

**IMPORTANT NOTE: Please have all your required documents prepared before you start. The session will timeout in 120 minutes and you must complete all information and submit the claim within this time limit. At the end of the timeout any unsubmitted work will be lost.**

**You must submit this claim within 30 days from the date of the incident.**

Individuals can submit claims to the Ministry of Highways and Infrastructure for vehicle damages sustained while travelling on Saskatchewan highways that are maintained by operations staff. You can begin the claims process by completing this form.

Claims are considered when it is determined the ministry has not provided reasonable warning (signing) of road hazards. Claims are not considered for damage caused by other vehicles, animals or other objects placed intentionally or unintentionally on the road.

For more information, visit: [Provincial Highways Damage to Vehicles](#)

Note: include photos of your damages with this application.

This questionnaire is designed to assist you in providing all the information necessary to have your vehicle damage claim reviewed. The more accurate the information, the faster your claim will receive a decision.

**Submit**

**Help Resources**  
Highways Hotline (511 or 1-888-335-7623)  
The Highways and Transportation Act, 1997  
Traffic Safety Act

**Vehicle Damage Claim and Inquiries/Complaints**  
Provincial Highways Damage to Vehicles  
**Contact Us:**  
[communicationsHI@gov.sk.ca](mailto:communicationsHI@gov.sk.ca)

**Roadside Permits**  
Permit Application Overview  
Regional Area Contact Map (PDF)  
**Contact Us:**  
[roadside.northern@gov.sk.ca](mailto:roadside.northern@gov.sk.ca)  
[roadside.southern@gov.sk.ca](mailto:roadside.southern@gov.sk.ca)  
[roadside.central@gov.sk.ca](mailto:roadside.central@gov.sk.ca)

**Contact Information**

* First Name	* Street/PO Box
Middle Name	* City/Town
* Last Name	* Province/State
* Primary Phone Number	* Postal Code
Other Phone Number	* Email

**Required information**

- First Name
- Street/PO Box
- City/Town
- Last Name
- Province/State
- Primary Phone Number
- Postal Code
- Email
- Date of Incident
- Location of Incident: Highway Number
- Nearest town/ city, landmark
- Direction from nearest town/ city, landmark?
- How far to nearest town/ city, landmark?
- What was your speed at time of incident?
- What direction were you going? Describe road conditions
- Describe weather conditions
- Were signs posted in the area? Please describe.
- Was the incident reported to police?
- Was the incident reported to SGI?
- Provide type of vehicle, make, model and year
- What is the estimated cost of the damages?

For your claim, include any relevant photos or additional information claim by adding attachments.

Once you have filled out all the information, make sure to click the declaration checkbox at the bottom of the form.

The screenshot shows a form with several sections:

- Checklist:** A checkbox labeled "I have attached photographs and or repair quotes to this applications." with a green callout box labeled "Add attachments" pointing to it.
- Declaration:** A section with a red asterisk and a checkbox labeled "By checking this box, the claimant represents, warrants and agrees that:". Below it are two numbered items:
  - This shall have the same legal effect as an original signature of the claimant.
  - To the best of the claimant's knowledge, all information provided is complete, accurate and truthful.A green callout box labeled "Declaration checkbox" points to this checkbox.
- Note:** A text box containing legal notices, including "Section 9(4):" and "Notwithstanding clause 3(2)(b) of The Proceedings Against the Crown Act, 2019, no action lies or shall be instituted against the minister, the Crown in right of Saskatchewan or any of its agents or employees for the recovery of damages mentioned in subsection (2) that have been sustained in an accident, whether the alleged lack of repair or alleged existing condition of the roadway was the result of nonfeasance or misfeasance, unless written notice of the claim or injury complained of is served on or sent by registered mail to the minister within 30 days from the date of the accident."
- Additional Comments:** A text input field.
- Bottom right:** A link with a paperclip icon labeled "Add attachments" with a green callout box pointing to it.

Click "submit." If you miss any fields, you may get the following error message:

▲ Some fields are incomplete: First Name Street/PO Box City/Town Last Name Province/State Primary Phone Number Postal Code Email Date of incident Location of incident: Highway Number Nearest town/ city, landmark Direction from nearest town\* city, landmark? How far to nearest town/ city, landmark? What was your speed at time of incident? What direction were you going? Describe road conditions Describe weather conditions Were signs posted in the area? Please describe. Was the incident reported to police? Was the incident reported to SGI? Provide type of vehicle, make, model and year What is the estimated cost of the damages Describe the vehicle damage Please describe in your own words the details of the incident that caused the vehicle damage that you are submitting this claim for. Please provide the reason(s) why you believe the Ministry of Highways and Infrastructure is responsible to pay for the damages to your vehicle in the incident described above. By checking this box, the claimant represents, warrants and agrees that:

If this happens, close the error message box and complete the missing sections. The red boxes under the "required information" section indicate sections are incomplete. You can click on them to take you to that area in the form.

The "Required information" section lists the following fields, each with a red box underneath it indicating it is incomplete:

- First Name
- Street/PO Box
- City/Town
- Last Name
- Province/State
- Primary Phone Number
- Postal Code
- Email
- Date of Incident
- Location of Incident: Highway Number

Once complete, you can submit the application. When you click "submit" you will receive a pop up like this:

The pop-up dialog box contains the following text:

govskdev.service-now.com says

Are you sure you want to submit your claim? Once submitted, you will not be able to go back and make changes.

Press OK to submit, press Cancel to go back and make changes.

At the bottom are two buttons: "OK" (blue) and "Cancel" (white with blue border).

If you're sure you're ready to submit, then click OK.

## 2.1 – Claim summary page

Once you submit your application, you will be directed to the following page:

This page illustrates the status of your application in the timeline below, as well as allows you to send notes and communicate with the ministry about this application. To navigate back to this page, you can find a link in the notification that has been emailed to the address you provided. If you have any questions at this time, feel free to place them below.

Vehicle damage claim by John Doe in Regina

Type your message here... Send

Timeline:

- You (Y) just now: HI0001194 Created
- Start

**Your request has been submitted**

<b>Number</b>	HI0001194
<b>State</b>	New
<b>Created</b>	just now
<b>Updated</b>	just now
<a href="#">^ Details</a>	

**Help Resources**

- Highways Hotline (511 or 1-888-335-7623)
- The Highways and Transportation Act, 1997
- Traffic Safety Act

**Vehicle Damage Claim and Inquiries/Complaints**

- Provincial Highways Damage to Vehicles
- Contact Us:** [communicationsHI@gov.sk.ca](mailto:communicationsHI@gov.sk.ca)

There are two important pieces of information on this page:

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## 2.2 – Congrats! Your claim has been submitted!

You will receive the following email:

Hello John Doe

This message is to confirm that your claim has been received. Your case id is HI0001208.

An Investigation will now be conducted. At the conclusion of this investigation you will be notified in writing of the ministry's decision.

Government of Saskatchewan  
 Regional Information Coordinator  
 Customer Services, Ministry of Highways and Infrastructure  
 Ministry of Highways and Infrastructure

**CONFIDENTIALITY NOTICE:**  
 This email (and any attachments) was intended for a specific recipient(s). It may contain information that is privileged, confidential or exempt from disclosure. Any privilege that exists is not waived. If you are not the intended recipient, do not copy or distribute it to another person or use it for any other purpose. Please delete it and advise me by return email. Thank you.

## 2.3 – Contacting your Regional Information Coordinator

During the review, your Regional Information Coordinator will contact you via email. Using the link in the message (see sections 2.1 and 2.2 above), you can respond to the coordinator through the ServiceNow portal. The ability to send messages or comments is available at all stages of the process, except when the case is closed.



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To navigate back to this page, you can find a link in the notification that has been emailed to the address you provided.  
If you have any questions at this time, feel free to place them below.

Vehicle damage claim by John Doe in Regina

Type your message here...

Send

Attach relevant files  
using the paper clip

Enter your message here

## 3 – Appealing a decision

When a decision is made on your claim, you will be notified. A letter will be attached to your claim at the portal where you can download and view the letter with the decision and the next steps if any.