

Disaster Financial Assistance



Emergency
ManagementBC

After a disaster, the provincial government may declare the event eligible for Disaster Financial Assistance (DFA). Once declared, the DFA program may provide applicants with financial assistance for essential uninsurable losses.

For details on program eligibility, visit gov.bc.ca/DisasterFinancialAssistance

What to expect after applying

- You will be contacted to discuss your application and damages. Additional documentation to confirm category eligibility may also be requested.
- After reviewing your basic eligibility documents, it is possible that the program will find that you are not eligible for DFA.
- If you do not meet one or more criteria in the Compensation and Disaster Financial Assistance Regulation, the program will contact you and send you a letter outlining why you are not eligible. The letter will include information on how to appeal the decision.
- Once the program has confirmed that you appear to meet the basic eligibility rules, your file may be assigned to an evaluator who will contact you to assess the damage. In most cases an evaluator will schedule a visit to your property.
- Once a review of the evaluator's report for your claim is completed by the program staff, a decision letter will be sent regarding your eligibility for funding.
- If funding is approved, a cheque will be sent to your mailing address. You will also receive a payment letter by email and mail.

How long does the application process take?

- Staff are working as quickly as possible to process applications.
- In light of the unprecedented volume of people needing assistance, the program is hiring additional staff and contractors to help speed up application reviews. If you are eligible for a payment, it may take several months from the date of application to receive a decision and payment.
- Most residential tenant applications are being assessed by phone appointments.

Things you can do

- Review program guidelines, application forms and a video explaining the program and at gov.bc.ca/DisasterFinancialAssistance
- Be prepared to take calls about your application during and outside of standard government office hours.
- If you move or change your phone number after applying, please update your contact information with the program.
- Return any documents requested as quickly as possible to assist the program in handling your file.
- You do not need to wait to start cleanup or repairs. Photos of damage and cleanup efforts can be submitted as part of your application.

Contact us

Email us at DFA@gov.bc.ca or call 1-888-257-4777 (toll-free)

To learn more about the Disaster Financial Assistance program and eligibility visit gov.bc.ca/DisasterFinancialAssistance