

# Instructions for claiming damages

To find out if the city is liable for compensation in your case, fill out the damage claim form with information about your damage and mark the location of the damage accurately on a **map**. You can print a map extract from the following website: <https://kartta.hel.fi/>. If necessary, you can also draw a clarifying drawing.

The processing of your case will be easier if the claim contains as accurate information as possible about the damage incident, and you have attached photos of the damage site and the damage.

You can complete your claim later if, for example, the final costs are still unknown. In such case, tick "Claim itemized later entirely/partly" in section 3.1 of the claim for damages.

First pay the expenses caused by the damage and then submit the receipts to the city. In a case of vehicle damage, the amount of compensation can also be determined based on the repair cost estimate.

Send the claim for damages and its appendices to the City of Helsinki Registrar's Office either by email at [helsinki.kirjaamo@hel.fi](mailto:helsinki.kirjaamo@hel.fi) or by post at PO Box 10, 00099 City of Helsinki.

We process claims for damages in order of arrival. Processing cannot be sped up by inquiries.

When the claim for damages has been processed, you will receive a written decision in Finnish that explains on what basis and to what extent the claim has been accepted or rejected.

If your accident occurred in an area not under the City of Helsinki's maintenance responsibility, we will inform you about it.

The best way to reach us is by e-mail at [kymp.korvausasiat@hel.fi](mailto:kymp.korvausasiat@hel.fi) or by calling our service number 09 310 40708 Mon–Thurs between 10.00 and 14.00.

Contact information for the City of Helsinki Registrar's Office:

[helsinki.kirjaamo@hel.fi](mailto:helsinki.kirjaamo@hel.fi) or PO Box 10, 00099 City of Helsinki.