

belairdirect affinity partner communications

British Columbia wildfires – We're here to support

July 28, 2026 – belairdirect update for affinity partners

We are closely monitoring the wildfire situation across British Columbia and want to reassure you that belairdirect is here to support your members navigate this difficult time as quickly and smoothly as possible.

We have full visibility of members in affected areas and are proactively monitoring their status. Before evacuation orders are issued, we identify members in the most at-risk areas so we can respond quickly and support them when they need us most. For members in areas at greatest risk, Wildfire Defense Services has boots on the ground for prevention measures where it is approved and safe to do so.

We encourage members with non-urgent claims to submit them through the belairdirect App or Client Centre. This provides a simple and convenient way to begin the process and helps us start supporting members sooner.

Members requiring immediate assistance can reach us at **1 877 228.2656**. We are available 24/7.

Additional Living Expenses (ALE) – What members should know

If a member has been displaced due to a civil authority ordered mass evacuation, they may be eligible for Additional Living Expenses coverage under their home insurance policy. This can help cover reasonable costs such as temporary accommodations and meals while they are unable to return home.

We encourage members to keep all receipts and contact us as soon as possible so we can guide them through the process.

Wildfire preparedness – belairdirect Prevention Hub

For members not yet under evacuation orders, preparation is key. The belairdirect Prevention Hub offers practical tips and resources to help members protect their homes and families in the event of a wildfire.

Members can visit www.belairdirect.com/en/prevention-hub.html for more information.

Stay informed – Current wildfire updates

Members can stay up to date on active wildfires and evacuation orders in British Columbia through the following official resources:

- **Government of British Columbia Wildfire Services:** [BC Wildfire Service](#)

- **Canadian Wildland Fire Information System (CWFIIS):** cwfiis.cfs.nrcan.gc.ca

Thank you for your partnership and support as we work together to assist impacted members through this event.

The belairdirect Team