

Settlement Process Overview

Complete Guide to Timeline and Expectations

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Process Overview

This document outlines the complete settlement process from initial claim filing through final resolution. Understanding these steps will help you know what to expect and when to expect it.

Estimated Total Timeline

Simple Claims: 60-90 days from filing to resolution

Complex Claims: 90-180 days from filing to resolution

Appeals Process: Additional 45-90 days if needed

Step-by-Step Process

1

Claim Submission

Submit your completed claim through the online portal or by mail with all required documentation. You'll receive immediate confirmation with your unique claim number.

Timeline: Immediate confirmation

2

Initial Review

Claims team conducts preliminary review to ensure completeness and eligibility. Missing information requests are sent during this phase.

Timeline: 7-14 business days

3

Documentation Verification

Submitted documents are verified for authenticity and relevance. Additional documentation may be requested if needed.

Timeline: 14-21 business days

4

Damage Assessment

Claims evaluators assess the extent of damages or losses based on provided evidence and applicable settlement criteria.

Timeline: 21-35 business days

5

Settlement Calculation

Final settlement amount is calculated based on assessment results, settlement agreement terms, and applicable formulas.

Timeline: 35-45 business days

6

Decision Notification

You receive detailed notification of the decision, including settlement amount (if approved) and explanation of calculation.

Timeline: 45-60 business days

7

Payment Processing

Approved claims are processed for payment. Payment method and timing details are provided in your decision notification.

Timeline: 60-90 business days

Important Considerations

- Timelines may vary based on claim complexity and volume
- Incomplete submissions will delay processing
- You'll be notified of any delays or additional requirements
- Appeals process available if you disagree with the decision

Communication During Process

You will receive updates at key milestones:

- **Confirmation Email:** Immediate upon submission

- **Status Updates:** Weekly email updates on progress
- **Information Requests:** Immediate notification if additional info needed
- **Decision Notice:** Detailed notification upon completion

What Happens Next

After receiving your decision notification:

- If approved: Follow payment instructions provided
- If denied: Review appeal options and deadlines
- If more information needed: Respond promptly to avoid delays

This overview provides general timeline estimates. Actual processing times may vary. Contact support for specific questions about your claim status.