

## Contact Information Directory

Complete Directory of Support Contacts

Document Version 2.0 | Updated January 22, 2024

### General Claims Support

**Phone:**1-800-CLAIMS-1 (1-800-252-4671)**Email:**support@claimsportal.com**Purpose:**General questions, filing assistance, claim status

### Legal Department

**Phone:**1-800-LEGAL-01 (1-800-534-2501)**Email:**legal@claimsportal.com**Purpose:**Legal questions, settlement terms, appeals process

### Appeals Department

**Phone:**1-800-APPEAL-1 (1-800-277-3251)**Email:**appeals@claimsportal.com**Purpose:**Appeal submissions, appeal status, additional documentation

### Technical Support

**Phone:**1-800-TECH-HLP (1-800-832-4457)**Email:**techsupport@claimsportal.com**Purpose:**Website issues, login problems, document upload assistance

### Document Submission

**Email:**documents@claimsportal.com**Mail:**Claims Processing Center  
P.O. Box 12345  
Settlement City, SC 29000**Purpose:**Additional document submission, mailed documents

### Business Hours

#### Phone Support:

Monday - Friday: 9:00 AM - 6:00 PM EST

Saturday: 10:00 AM - 2:00 PM EST

Sunday: Closed

#### Email Support:

Responses within 24-48 hours during business days

### Emergency Contacts

For urgent matters requiring immediate attention:

- **After Hours Emergency:** 1-800-URGENT-1 (1-800-874-3681)
- **Settlement Administrator:** Available through general support during business hours

**Mailing Address**

**Claims Processing Center**

123 Settlement Plaza  
Claims City, CC 12345  
United States

Keep this directory for your records. Contact information is subject to change.  
Check the website for the most current contact details.