

## **Claim Filing Guidelines**

Comprehensive Guide for Proper Claim Submission

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### **1. Overview**

This document provides comprehensive guidelines for filing your claim through our portal. Following these guidelines will ensure your claim is processed efficiently and accurately.

### **2. Before You Begin**

#### **2.1 Eligibility Requirements**

- You must be an affected party as defined in the settlement agreement
- Your claim must be filed within the specified deadline period
- All required documentation must be available for submission

#### **2.2 Required Information**

- Personal identification information
- Contact details (current address, phone, email)
- Details of damages or losses incurred
- Supporting documentation (receipts, photos, correspondence)

#### **Important Deadline Information**

Claims must be submitted by the deadline specified in your notification letter. Late submissions may not be processed. Check the Important Dates page for your specific deadline.

### **3. Filing Process**

#### **3.1 Online Portal Access**

Access the claim filing portal through the main website. You will need to create an account or log in with your existing credentials.

#### **3.2 Step-by-Step Filing**

1. **Personal Information:** Enter your complete contact and identification details
2. **Claim Details:** Provide a detailed description of your claim

3. **Documentation:** Upload or mail supporting documents
4. **Review:** Carefully review all information before submission
5. **Submit:** Submit your claim and save your confirmation number

## **4. Documentation Requirements**

### **4.1 Primary Documents**

- Proof of identity (driver's license, passport, etc.)
- Proof of address (utility bill, bank statement, etc.)
- Evidence of damages or losses

### **4.2 Supporting Documents**

- Receipts and invoices
- Photographs of damages
- Medical records (if applicable)
- Correspondence related to the incident

## **5. After Submission**

After submitting your claim, you will receive a confirmation email with your claim number. Keep this number for your records as it will be needed for any future correspondence.

### **5.1 Review Process**

Your claim will be reviewed by our claims processing team. This process typically takes 30-60 days depending on the complexity of your claim.

### **5.2 Additional Information Requests**

If additional information is needed, you will be contacted via email or phone. Please respond promptly to avoid delays in processing.

### **Need Help?**

If you have questions about the filing process, contact our support team at the number provided in your notification materials or through the contact page on our website.

This document is for informational purposes only and does not constitute legal advice. For specific questions about your case, please consult with appropriate legal counsel.