《FLINT COOPER

Hermit's Peak/Calf Canyon Fire Claims Process



Notice of Loss Submission

The Claimant will submit the Notice of Loss form.



Claims Reviewer Outreach

A Claims Reviewer will contact the Claimant to review the claim and help the Claimant formulate a strategy for obtaining any necessary supporting documentation to complete the Proof of Loss form.

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Claims Reviewer Report

A Claims Reviewer will submit a report for review to determine the amount of compensation.

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Notice of Loss Receipt

The Claims Office will acknowledge receipt of the Notice of Loss form.



Proof of Loss Submission

The Claimant will sign and submit the Proof of Loss to the Claims Office within 150 days after the Notice of Loss was submitted.





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Claimant Decision

The Claimant has 120 days from the date of the decision to either accept, initiate an appeal or seek alternative legal remedies.

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Optional Arbitration or Judicial Review

If the Claimant pursues an Administrative
Appeal and is not happy with the results, the
Claimant has the option to enter into binding arbitration or sue in the
U.S. District Court for the District of New Mexico.



Claims Office Written Decision

The Claims Office must issue a written decision within 180 days of the date the Notice of Loss is filed. 8

Claimant Options

The Claimant can either:

- a. Sign the Release and Certification Form to accept the decision.
- b. File an Administrative Appeal with the Director of the Claims Office.

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Payment Issued

Payment on the claim will be issued once the Claimant accepts the Claims Office's decision or exhausts their appeal options.

