

Your Journey to Complete Your Claim

1

File Your Claim

- A Notice of Loss form can be found online at [fema.gov/hermits-peak](https://www.fema.gov/hermits-peak) or any of our office locations
- Forms can be submitted various ways including:

Via email at fema-hermits-peak@fema.dhs.gov

By mail to P.O. Box 1329
Santa Fe, NM 87504

Or in-person at any of our office locations.



2

Gather Your documentation

- You will be assigned a Navigator, who will be your primary point of contact, guiding you through the process.
- Your Navigator will help you determine what documentation you need to support your claim.
- Your “Proof of Loss” form must be completed within 150 days from the day the Claims Office acknowledged your claim.
- Your Navigator will help make sure you don’t miss your deadlines.
- If 150 days is not enough time to gather documentation, your Navigator can help you request an extension.



3

Your claim is reviewed

- The Claims Office reviews all losses listed in your documentation.
- A Letter of Determination will be shared with you, it includes a compensation offer based on your losses.
- Review your Letter of Determination with your Navigator.
- If you don't agree with the offer, you can appeal – details are in the Letter of Determination.



4

Your claim is paid

- If you agree with the compensation offer, sign and return the Release and Certification form.
- Once the claims office receives your Release and Certification form and banking information the payment will be processed.



FEMA

Have Questions? Contact the Claims Office Hotline at 505-403-3373