Your Journey to Complete Your Claim

1. **File Your Claim**
   - A Notice of Loss form can be found online at 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.

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