

Claims Filed for Fire-Related Losses May Be Appealed if Claimant Disagrees with Compensation Amount

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Santa Fe, N.M. – People who filed a claim seeking compensation for injury and losses resulting from the Hermit's Peak/Calf Canyon Fire and subsequent flooding may file an appeal if they disagree with the compensation amount identified in their final Letter of Determination (LOD).

The LOD provides compensation amounts for losses claimed on the Proof of Loss. Claimants may work with their Navigator for a further explanation of the offer.

Claimants have 120 days from the date on the final LOD to accept the determination by submitting a signed Release and Certification (R&C) form.

If the claimant does not agree with the offer amount, they may dispute the determination by submitting a written Notice of Appeal (NOA) within 120 days from the date on the final LOD. Claimants may appeal all or certain line items on their LOD. The NOA should identify the rejected line items to be appealed and a detailed statement explaining why the offer amount is incorrect.

If they do not submit a signed R&C form by the 120-day deadline, the Claims Office will assume they have accepted the determination. After the 120-day deadline, claimants may appeal if they demonstrate good cause for an extension.

Claimants may not appeal payment amounts for which they have already signed an R&C form.

Claimants may request an appeal in writing through the following options:

- In-person at the Claims Office through their Navigator.
- By email: fema-hermits-peak-appeals@fema.dhs.gov.



FEMA

- By mail: Appeals Docket, FEMA Hermit's Peak/Calf Canyon Claims Office, P.O. Box 1329, Santa Fe, NM 87504.

Claimants are encouraged to reach out to their Navigators with questions regarding the appeals process, or call the Helpline, 505-995-7133.

For information and updates regarding the Claims Office, please visit the Hermit's Peak/Calf Canyon Claims Office website at fema.gov/hermits-peak. For information in Spanish, visit fema.gov/es/hermits-peak. Follow our Facebook page at facebook.com/HermitsPeakCalfCanyonClaimsOffice/ and turn on notifications to stay up to date about the claims process, upcoming deadlines and other program announcements.

