

# Claims Navigators: How They Will Help You During the Claims Process

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Hermit's Peak/Calf Canyon Claims Office Navigators work with claimants to help them understand and navigate the Claims Process. After you submit a [Notice of Loss form](#), your Claims Navigator will contact you. They will answer questions and guide you through the entire process, including submission of paperwork to include with your Proof of Loss form.

## **Your Claims Navigator Is Your Primary Point of Contact for the Claims Process**

As staff begin reporting to the Claims Offices, we will assign a Claims Navigator to review your [Notice of Loss form](#). They will contact you to discuss your form and schedule a follow-up meeting either in one of our offices or a location that is convenient for you.

Within the first 30 days of the offices opening, Claims Navigators will reach out to all individual claimants who submitted a Notice of Loss before March 27. Claimants who have submitted Notices of Loss after March 27, will be contacted within 30 days of submittal.

The Claims Office will send you a formal acknowledgement letter when your Notice of Loss is complete. Next, your Claims Navigator will assist you in filling out your Proof of Loss form. During this part of the process, we will also assign a Claims Reviewer to you who will help you determine what losses you may seek compensation for through the Claims Office, including the potential for partial payments for certain losses and payments for flood insurance premiums. Your Claims Navigator and Claims Reviewer will guide you in finding documents you need or establish other ways you can provide proof of loss.

Claims Navigators will also share information about other assistance to meet your unique needs, such as resources available from federal, state, local and nonprofit



**FEMA**

organizations.

Many of our Claims Navigators are from the Mora and San Miguel area. Your Claims Navigator will stay with you for the entire period of your claim, from start to finish, to the extent possible. They seek to gain a better understanding of the extent of damage, and concerns about how the Hermit's Peak/Calf Canyon Fire has impacted the communities of Northern New Mexico.

## **File a Notice of Loss to Have a Claims Navigator Assigned to You**

A Claims Navigator will only call you about a claim for compensation if you submit a [Notice of Loss form](#). Be sure to include your current contact information when you submit your form. For more instructions about how to fill out the form [visit our website](#).

Beginning Monday, March 27, you can call 505-995-7133 to speak with a Claims Office staff member to assist you with questions you may have about the process.

Remember: Even if you previously applied to FEMA for disaster assistance, you can still submit a Notice of Loss for compensation to the Hermit's Peak/Calf Canyon Claims Office. The deadline to submit a Notice of Loss is March 14, 2025.

