

# Hermit's Peak/Calf Canyon Claims Office Update

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**Release Date:** March 6, 2023

**SANTA FE, NM** – Claims Offices in San Miguel and Mora counties are expected to open late March – early April.

The Offices will be staffed mainly by area residents who were hired through our local job fairs. We will soon provide information about locations, hours and what you can expect when you visit an office.

## We Are Building Out the Claims Process

We are designing the claims process to address your comments, submitted online and at public meetings, about the interim regulations published in November 2022. Since this is a new process, it is important for us to take time to build a solid foundation to successfully support everyone who files a claim for compensation.

Once the Claims Offices are open, we will review each submitted Notice of Loss form for completeness. If additional information is needed, a Claims Navigator will contact you to discuss your form.

Then, we will send official Notice of Loss Acknowledgement Letters and assign dedicated Claim Navigators. Your assigned Claim Navigator will be your main point of contact and will assist you with the claims process including completing your Proof of Loss form.

So that the Claims Office can determine the amount of your final claim payment in a timely way, you will have 150 days from the date of your official Notice of Loss Acknowledgment Letter to submit your Proof of Loss form. No official Notice of Loss Acknowledgement Letters have been sent. This means that the 150-day clock has not started yet, even if you have submitted your Notice of Loss form.

## What You Can Do Until the Offices Open



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There are things you can do as we make final preparations to open the claims offices. The first step is filing a Notice of Loss form if you haven't already. Submitting this form means you would like to begin the claims process and that you are seeking compensation for losses from the Hermit's Peak/Calf Canyon Fire through the Hermit's Peak/Calf Canyon Fire Assistance Act.

While you're waiting for the offices to open, you can gather information and documentation, including pictures, to ensure the Proof of Loss process goes as quickly and smoothly as possible. Your Claims Navigator can also help you determine what is needed and the best way to document your losses.

If you haven't filled out a Notice of Loss form yet, visit [fema.gov/disaster/current/hermits-peak#form](https://fema.gov/disaster/current/hermits-peak#form) for a link to download or print the form. For instructions on how to file, including where to submit your form by email or by mail, visit [fema.gov/sites/default/files/documents/fema.gov\\_hermits-peak-calf-canyon-fire\\_how-to-submit-notice-of-loss-form\\_20221114.pdf](https://fema.gov/sites/default/files/documents/fema.gov_hermits-peak-calf-canyon-fire_how-to-submit-notice-of-loss-form_20221114.pdf).

Until the Claims Offices are open, watch for additional information through local media outlets and community meetings.

The Hermit's Peak/Calf Canyon Fire Assistance Act provides compensation for those impacted by the Hermit's Peak/Calf Canyon fire. Compensation may cover eligible losses, including personal injury, loss of property, business loss or financial loss. For more information, visit [fema.gov/hermits-peak](https://fema.gov/hermits-peak). For information in Spanish, visit [fema.gov/es/hermits-peak](https://fema.gov/es/hermits-peak).



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