

# Beware of Misinformation/ Disinformation and Individuals and Businesses Posing as Claims Office Representatives

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The Hermit's Peak/Calf Canyon Claims Office cautions the community to be aware of misinformation, disinformation and individuals/businesses posing as a Claims Office representative.

**Misinformation** refers to falsehoods or statements that may contain some truth but are not completely accurate. Misinformation can be spread either by accident or by design.

**Disinformation** is misleading information that is commonly spread to deceive and frequently used to spread fear or manipulate perception.

Fraudsters may pose as officials or pretend to be a source of official information regarding the Claims Office and claims process. It is important to be alert to potential scammers and verify sources.

## Be Aware

Fraud can appear in a variety of forms. Unscrupulous contractors or service providers can over-promise and under-deliver. Businesses and individuals can pose as Claims Office representatives and offer fraudulent assistance programs, collect compromising personal information, or otherwise take advantage of claimants. If you suspect a potential fraud, we encourage claimants to reach out to the Claims Office helpline at (505) 995-7133 or visit one of our physical offices in Santa Fe, Las Vegas or Mora to verify the accuracy of the information you receive.



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### **Mora Claims Office**

Mora County Courthouse

[1 Courthouse Dr.](#)

[Mora, NM 87732](#)

### **Las Vegas Claims Office**

[216 Mills Ave. Las Vegas, New Mexico 87701](#)

(Mills Plaza near Big R and Family Dollar)

### **Santa Fe Claims Office**

[1711 Llano St., Suite E](#)

[Santa Fe, NM 87505](#)

(Next to Mucho Gourmet Sandwich Shoppe)

Being aware of misinformation and disinformation can save you from significant financial loss and stress. Report suspicious activity to your local police department, the FEMA Disaster Fraud Hotline at (866) 223-0814, or the [Office of the New Mexico Attorney General Consumer Protection Section](#). Submit a complaint by visiting the [New Mexico Office of the Attorney General's page](#). You can also report the suspected fraud to the [Better Business Bureau](#) or call (505) 346-0110.

## **Stay Informed and Verify Information**

- Check the source
- Visit one of our local offices and look for the Official FEMA and Claims Office logos
- Call the official Claims Office Helpline -- (505) 995-7133
- Visit our [website](#)
- Check our social media channel  
[facebook.com/HermitsPeakCalfCanyonClaimsOffice](https://facebook.com/HermitsPeakCalfCanyonClaimsOffice)

To learn more about the Claims Office, visit the Hermit's Peak/Calf Canyon Claims Office website at [Hermit's Peak/Calf Canyon Claims Office | FEMA.gov](#). For information in Spanish, visit [fema.gov/es/hermits-peak](https://fema.gov/es/hermits-peak). You can also follow our Facebook page and turn on notifications to stay up to date about the claims process, upcoming deadlines and other program announcements at [Hermit's](#)



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[Peak/Calf Canyon Claims Office | Facebook.](#)

All Claims Offices are open Monday through Thursday, 10 a.m. - 6 p.m. The Claims Office Helpline can be reached at (505) 995-7133.



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