

Claims Process Timelines



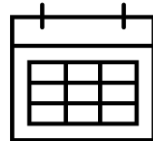
Start by Submitting Your Notice of Loss (NOL)

Once you submit your Notice of Loss, the Claims Office will review it for completeness. If you've included all necessary information, we'll send you a Notice of Loss Acknowledgement Letter. The timeline doesn't begin until the date on your official acknowledgment letter, so don't worry about being delayed if we asked for more information to complete your Notice of Loss.



Proof of Loss Deadline

You have up to **150 days** to submit your Proof of Loss and necessary documents. You can submit sooner if you want. Your Claims Navigator will work with you to submit the appropriate documents. If you need more time, we can also give you an extension on a case-by-case basis.



Determination Deadline

Regardless of when you submit, we'll work hard to get you a decision on compensation within 30 days of receiving your Proof of Loss. The Claims Office can take **180 days** from acknowledgement to make a determination on your case. If you agree with our determination, you'll be paid within a few weeks.



Appeal Deadline

If you disagree with our determination, you have up to **120 days** from the date on your letter of determination to submit your appeal.

Visit one of our offices:

- Mora Claims Office
Mora County Courthouse, 1 Courthouse Drive, Mora, NM 87732
- Las Vegas Claims Office
216 Mills Ave. Las Vegas, NM 87701 (Mills Plaza)
- Santa Fe Claims Office
1711 Llano St, Suite E, Santa Fe, NM 87505

Contact us:

- 505-995-7133
- fema-hermits-peak@fema.dhs.gov

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