

# FEMA Hermit's Peak/Calf Canyon Santa Fe Claims Office Extends Hours to Include Saturdays

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**Release Date: ?? 28, 2024**

**SANTA FE, N.M.** — The FEMA Hermit's Peak/Calf Canyon Claims Office location in Santa Fe is now open Saturdays from 9:00 a.m. to noon MT to better accommodate affected community members. The new Saturday hours supplement the already existing weekday schedule of Monday through Thursday, from 7:30 a.m. to 5:30 p.m. MT. Claims Office hours in Las Vegas and Mora remain the same.

## **Updated Santa Fe Claims Office Hours:**

- Monday – Thursday, 7:30 a.m. – 5 p.m. MT
- Friday, by appointment only
- Saturday, 9:00 a.m. – noon MT

Monday – Friday appointments are required for full-service claims support. Booking an appointment remains the best method to ensure prompt, comprehensive assistance and to bypass potential long wait times. You may book an appointment by contacting your Navigator. If you do not have an assigned navigator, please call the Claims Office Helpline (505-995-7133).

Individuals are encouraged to continue making an appointment for direct, one-on-one claims assistance. Those who walk into a Claims Office without an appointment can do three things: 1) pick up a blank Notice of Loss (NOL) form to start the claims process, 2) drop off documentation, or 3) check the status of a claim.

Claimants can receive updates on the status of their claims through one of the following actions:



- Email the Claims Office: [FEMA-Hermits-Peak-Claims-Advocate@fema.dhs.gov](mailto:FEMA-Hermits-Peak-Claims-Advocate@fema.dhs.gov)
- Call the Claims Office Helpline: 505-995-7133.
- Attend an Advocate Connect event or Resource Fair.
- Send a written letter to:
  1. Attention – FEMA Hermit's Peak/Calf Canyon Claims Office
  2. P.O. Box 1329
  3. Santa Fe, NM 87504

Anyone impacted by the Hermit's Peak/Calf Canyon Fire and subsequent flooding is encouraged to start a claim if they haven't already. Per the Hermit's Peak Fire Assistance Act, the deadline to submit a Notice of Loss is November 14, 2024. Compensation through the Claims Office is not taxable income and will not impact eligibility for other federal benefits including social security or Supplemental Nutrition Assistance Program (SNAP). Questions and concerns can also be addressed by calling your claim Navigator or the Claims Office Helpline at 505-995-7133.

The Hermit's Peak/Calf Canyon Claims Office is committed to meeting the needs of people impacted by the Hermit's Peak/Calf Canyon Fire and subsequent flooding by providing full compensation available under the law as expeditiously as possible. At the time of publication, the FEMA Claims Office has paid \$848.9 million to claimants.

For information and updates regarding the Claims Office, please visit the Hermit's Peak/Calf Canyon Claims Office website at [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). You can also follow our Facebook page and turn notifications on to stay up to date about the claims process, upcoming deadlines and other program announcements at [facebook.com/HermitsPeakCalfCanyonClaimsOffice](https://facebook.com/HermitsPeakCalfCanyonClaimsOffice).

