

FAQs – as of 05/24/2019

How do you determine who receives claims payments?

Eligibility depends on many factors, but at the moment we're focused on Deer Park residents and workers who were in that area between March 17-24, and will cover reasonable out-of-pocket medical expenses (limited to the cost of doctor's appointments, clinic/emergency room visits and prescription medication) up to \$500. Further, ITC will pay an additional \$250 to individuals in this group for all claimed annoyances, inconveniences, physical symptoms and harms allegedly related to the incident. For people unable to work and who lost hourly wages in Deer Park on March 17 and March 21 due to shelter-in-place orders, ITC will also reimburse lost wages up to \$500.

When will area residents receive claim payments, how long will it take?

With the assistance of our claims administrator, we intend to process these claims quickly and on a rolling basis. We anticipate people receiving payment within 30 days of submitting all necessary documentation. The more complete a claims submission is, the sooner that claim can be examined.

Is sufficient funding set aside to address these claims?

We anticipate being able to fulfill all eligible claims, as described above, related to medical care and lost wages.

Who is managing the claims process?

A qualified, third-party claims administrator will evaluate all submitted claims. The ITC claims hotline can be reached at 346-263-9766, between 8 a.m. and 5 p.m. Central, Monday through Friday.

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