

## **Common Questions About the ITC Claims Process**

### ***How does one file an ITC claim?***

You can obtain a claim form from ITC's own official site [www.itcclaims.com](http://www.itcclaims.com). Alternatively, you can call 346-263-9766 to request a claim form. Completed claim forms with supporting documents can be either submitted via email to [incident31719@itcclaims.com](mailto:incident31719@itcclaims.com) or by mail to ITC March 17, 2019 Incident, PO Box 698, Deer Park TX 77536.

**The deadline to file completed claims forms is June 25, 2019.**

### ***Who is eligible to file an ITC claim?***

Persons or businesses who reside, work, or are located within the sections of the Houston area directly affected by the smoke plume AND who allege that they suffered a loss as a direct result of the incident may file a claim. However, not everyone who files a claim is eligible for payment from ITC. Eligibility depends on many factors including, but not limited to, the existence and adequacy of supporting documents and information.

### ***What types of losses may be compensated if I file a claim arising from the Incident?***

ITC will consider reimbursement for property damages, business losses, wage loss and possibly other incurred expenses directly resulting from the Incident, if supported by credible evidence. All claims will require adequate support and documentation. By submitting your claim form you give ITC permission to fully investigate your claim to determine its validity.

### ***What are the necessary requirements for filing an ITC claim?***

If you are filing a claim, you will need to complete a claim form, provide an acceptable form of ID and provide all the necessary documents and information that substantiate your loss. Examples of these documents may be in the form of pay stubs, employer lost wage statements, tax returns, financial statements, deposit slips and other documentation, as determined by ITC.

### ***How long will the ITC claims process take before payment, if any, is received?***

Factors that may determine resolution of your claim include the presence or absence of supporting documents and information. The more complete your papers are, the sooner your claim can be thoroughly investigated. ITC will investigate your claim as soon as possible. Once the investigation has been completed, your claim, to the extent found valid and compensable by ITC, will be paid. You may be required to complete a W-9 form to receive payment. You will also be required to execute a full release of all claims against ITC and its Underwriters in exchange for payment of your claim.