

## CLAIMANT BILL OF RIGHTS

### **1. You have the right to equal treatment.**

You have the right to be treated with respect, dignity, and fairness, without regard to your race, color, sexual orientation, national origin, religion, gender, or disability.

### **2. You have the right to equal access to the claims process.**

If you have a disability, the Gulf Coast Claims Facility ("GCCF") will make reasonable accommodations in order for you to access the services of the GCCF.

If you have difficulty communicating in English, the GCCF will provide translation services for you to communicate about the claims process with the GCCF.

If you have difficulty reading or writing, the GCCF will endeavor to explain all documents and forms in a plain and simple manner, and assist you in filing a claim form.

### **3. You have the right to privacy.**

Your submitted personal information will be kept secure by the GCCF and will only be used and disclosed for legitimate purposes in connection with administering the GCCF.

### **4. You have the right to information about your claim.**

You can meet with a member of the GCCF staff to ask any questions you have about the claims process.

Once you have filed a claim with the GCCF, you have the right to check the status of that claim by calling the toll-free number (1-800-916-4893 (TTY 1-866-682-1758)), visiting the GCCF's internet site, [www.GulfCoastClaimsFacility.com](http://www.GulfCoastClaimsFacility.com), or visiting a GCCF office in person.

(A list of site offices is available by phone or on-line.)

### **5. You have the right to a fair review and determination of your claim.**

The GCCF Claims Evaluator will consider all properly submitted evidence that you provide to prove your loss.

### **6. You have the right to a timely claim decision.**

The GCCF will issue a timely determination of your claim. If the GCCF needs additional information in order to decide your claim, the GCCF will notify you in a timely manner of the request for additional information.

### **7. You have the right to timely payment.**

If you qualify for a payment, you will be paid promptly.

### **8. You have the right to ethical treatment.**

All representatives of the GCCF will act ethically and in good faith.