

## ITC Claims Process Description – 05/24/2019

ITC will pay claims to **two** categories of individuals impacted by the incident at ITC's terminal in Deer Park, Texas that began March 17, 2019 ("Incident"):

1. People who visited the doctor or medical professional because of the Incident; and
2. Hourly-wage workers who missed work because of shelter-in-place orders.

No other claims are being processed at this time, though ITC is evaluating claims and may choose to pay other types of claims in the future. Here is more information:

### **Group: People Who Visited the Doctor or Medical Professional because of the Incident**

ITC is offering payments to individuals who visited a doctor or medical professional because of the Incident. To receive payment, each eligible individual must (1) submit a claim form, (2) provide the necessary documentation, and (3) sign a release of liability.

- Who Qualifies: People who lived or worked in Deer Park, and who had an appointment with a medical professional between March 17, 2019, and March 24, 2019, because of the Incident.
- Payment Offered:
  - Medical bills related to the cost of doctor's appointments, clinic or emergency room visits, and prescription medication costs directly related to the Incident, up to \$500 per individual; and
  - An additional \$250 per individual for the annoyance, inconvenience, physical symptoms and harms allegedly experienced due to the Incident.
  - Note: If any other entity (such as Medicare, Medicaid, a hospital, health insurance company or governmental entity) paid any of the individual's claimed medical expenses, that entity may seek and get reimbursement from ITC for the claims, rather than the individual requesting claims payments from ITC.
- Documentation Required:
  - Documentation that you are a permanent resident of Deer Park, Texas (*e.g.*, most recent mortgage statement, current rental agreement, water or electric bill) *or* documentation that you work in Deer Park, Texas (*e.g.*, most recent pay stub, signed letter from an employer).
  - A sworn statement that you were present in Deer Park during the period of the Incident and visited a doctor or medical professional as a result.
  - Either (1) medical records demonstrating you sought and received diagnostic evaluation and/or treatment specifically due to the Incident between March 17, 2019 and March 24, 2019, *or* (2) medical records demonstrating you sought and received diagnostic evaluation and/or treatment between March 17, 2019 and March 24, 2019, along with a sworn statement that you went to the doctor or medical professional specifically because of the Incident.

- Proof of the cost and payment of the medical expenses (*e.g.*, credit card statement, invoice, bank statement).
- When Must Documentation Be Submitted: By June 25, 2019.
- When Will Payments Be Sent: We intend to process these claims quickly and on a rolling basis. We anticipate you will receive payment within 30 days of submitting all necessary documentation, including the signed release. However, timing is not guaranteed.
- Summary of the Release Required: To receive payment, individuals must sign a release of claims against ITC (and other related parties) for personal injury (including, but not limited to, claims for medical expenses, mental anguish, physical impairment, physical pain, loss of services, annoyance, irritation, discomfort, inconvenience, *etc.*), whether now known or now unknown and whether existing now or arising in the future related to the Incident. A sample release is available at [www.itcclaims.com](http://www.itcclaims.com).
- Next Steps:
  - Step 1: Claim Form and Documentation
    - If you want to settle your claim and have already submitted your claim form, please submit any supplemental documentation necessary to meet the documentation requirements listed above.
    - If you want to settle your claim and have not submitted a claim form, please visit [www.itcclaims.com](http://www.itcclaims.com) for an individual claim form, and then please submit the claim form and necessary documentation.
    - Note: Please submit one claim form with documentation for each individual claimant.
  - Step 2: Review by Claims Administrator
    - If we need more information, you will be contacted and given an opportunity to supplement the information/documentation.
    - If the information and documentation is complete, and the Claims Administrator concludes you meet the requirements, you will receive a letter stating the amount of money you are eligible for and a release to sign.
  - Step 3: Sign the Release and Send to the Claim Administrator
  - Step 4: Receive Check
- Claim Forms Can Be Submitted by Either:
  - Email: [incident31719@itcclaims.com](mailto:incident31719@itcclaims.com)
  - Mail:

ITC Claims  
 March 17, 2019 Incident  
 P.O Box 698  
 Deer Park, Texas 77536

- ITC is arranging a secure process with the Claims Administrator for submitting Supporting Documentation as described above. Details will be provided as soon as they are available. Please do not send Supporting Documentation through the email address.
- If you have any questions, please call the ITC Claim Phone Line at 346-263-9766. Call Center hours are 8 a.m. to 5 p.m. Central, Monday through Friday.

**Group: Hourly-Wage Workers Who Missed Work because of the Shelter-in-Place Orders**

ITC is offering payments to hourly-wage workers living or working in Deer Park, Texas who missed work specifically because of the shelter-in-place orders in effect in Deer Park on March 17, 2019, and March 21, 2019. To receive payment, each eligible individual must (1) submit a claim form, (2) provide the necessary documentation, and (3) sign a release of liability.

- Who Qualifies: Hourly-wage workers who lived or worked in Deer Park who (1) were unable to work due to a shelter-in-place order in effect in Deer Park on March 17, 2019, and/or March 21, 2019 and (2) were not paid for missed hours of work on those days.
- Payment Offered: Hourly rate for missed hours, up to a cap of \$500 per individual.
- Documentation Required:
  - Documentation that you are a permanent resident of Deer Park, Texas (*e.g.*, most recent mortgage statement, current rental agreement, water or electric bill) *or* documentation that you work in Deer Park, Texas (*e.g.*, most recent pay stub, signed letter from an employer).
  - Proof that you were unable to work on March 17 and/or March 21 due to a shelter-in-place order in effect in Deer Park and were not paid for missed hours of work (*e.g.*, signed letter from an employer, most recent pay stub, other earnings statement).
  - Proof of your current hourly wage (*e.g.*, most recent pay stub, signed letter from an employer).
- When Must Documentation Be Submitted: By June 25, 2019.
- When Will Payments Be Sent: We intend to process these claims quickly and on a rolling basis. We anticipate you will receive payment within 30 days of submitting all necessary documentation, including the signed release. However, timing is not guaranteed.
- Summary of the Release Required: To receive payment, individuals must sign a release of claims against ITC (and other related parties) for any and all loss of past earnings or future earnings capacity, and any consequential or other damages arising from such loss (including but not limited to any damages for nuisance, annoyance, inconvenience, frustration, *etc.*), related to the Incident. A sample release is available at [www.itcclaims.com](http://www.itcclaims.com).
- Next Steps:
  - Step 1: Claim Form and Documentation

- If you want to settle your claim and have already submitted your claim form, please submit any supplemental documentation necessary to meet the required documentation listed above.
- If you want to settle your claim and have not submitted a claim form, please visit [www.itcclaims.com](http://www.itcclaims.com) for an individual claim form, and then please submit the claim form and necessary documentation.
- Note: Please submit one claim form with documentation for each individual.
- Step 2: Review by Claims Administrator
  - If we need more information, you will be contacted and given an opportunity to supplement the information/documentation.
  - If the information and documentation is complete, and the Claims Administrator concludes you meet the requirements, you will receive a letter stating the amount of money you are eligible for and a release to sign.
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  - Email: [incident31719@itcclaims.com](mailto:incident31719@itcclaims.com)
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