

Subject: National Incident Commander Admiral Allen Meets with BP Claims Officials to Assert Claims Oversight; Ensure BP Meets Commitment to Restore Gulf Coast Communities
From: Deepwater Horizon Response External Affairs <donotreply@deepwaterhorizonresponse.com>
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National Incident Commander Admiral Allen Meets with BP Claims Officials to Assert Claims Oversight; Ensure BP Meets Commitment to Restore Gulf Coast Communities

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- Submit your vessel for the Vessel of Opportunity Program: (281) 366-5511
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Deepwater Horizon Incident Joint Information Center

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ARLINGTON, Va. -- At the President's direction, National Incident Commander Admiral Thad Allen today met with top BP claims officials to assert the administration's oversight of BP's claims process in order to ensure that every legitimate claim is honored and paid in an efficient manner. This meeting, held at the National Pollution Funds Center, came as a result of President Obama's June 4 meeting with Gulf Coast governors and local leaders in New Orleans, during which several concerns were raised regarding BP's claims processing practices.

Admiral Allen expressed to BP the American people's urgent need for additional transparency into BP's claims process, including how the process works, and how quickly claims are being processed for both individuals and businesses impacted by the oil spill.

"BP, as a responsible party, is accountable for making the communities, individuals and business impacted by this spill whole again," said Admiral Allen. "We need more detail and openness from BP to fulfill our oversight responsibilities to the American people and ensure that BP is meeting its commitment to restore the Gulf Coast."

This was the first in a series of meetings we will be conducting to ensure that BP's claims process is transparent, prompt, and responsive to the unique needs of the impacted communities citizens and businesses. Additional meetings, including participation by NIC representatives and BP officials, will be held in each of the four impacted states from June 11-13 to ensure they are afforded the opportunity to provide their input into improving the claims process.

Admiral Allen discussed his concerns about a variety of claims issues-including delayed processing time for large loss claims; claims pending with no action taken; payment calculations for individual loss of income claims (particularly for seasonal workers); translation of claims material; and accessibility for the hearing impaired.

He directed BP to provide more information about BP's plan for continuing to pay monthly loss of income claims, the mediation program BP is putting in place, and BP's placement of coordinators in each state and how these liaisons will engage with local officials.

Admiral Allen was joined by DHS' Tracy Wareing, who he has directed to oversee the BP claims process from start to finish, and he reiterated his directive for BP to establish a senior official to work with and provide information to Ms. Wareing regarding the company's actions to fully address the needs of impacted individuals and businesses.

Today's meeting followed a letter sent today from Admiral Allen to BP's claims team that directed the company to provide the National Incident Command (NIC) and appropriate representatives of the affected Gulf Coast states with more detailed information

about the full range of activities-from acceptance to processing to payment-BP is undertaking to meet its obligations as a responsible party in this disaster. That letter is available [here](#).

The NIC has developed community relations teams to ensure that communities have the information they need regarding the BP claims process and any additional avenues for assistance. This effort includes making representatives available at local events, such as town halls or community meetings, to answer specific questions individuals may have. The NIC has also provided state level support to work closely with the Governors of impacted states to ensure that any concerns regarding the process are quickly communicated and addressed by BP.

To file a claim, visit www.bp.com/claims or call toll free number 1-800-440-0858-open 24 hours a day, seven days a week. Any claim that is denied by BP or not settled within 90 days of submission to BP may be presented to the Coast Guard for relief from the Oil Spill Liability Trust Fund through the National Pollution Funds Center (NPFC). The NPFC claims support number is 1-800-280-7118.

For information about the response effort, visit www.deepwaterhorizonresponse.com.

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