New Incompleteness Notice Response Options

1. ***Introduction.*** Incompleteness Notices and Preliminary Incompleteness Notices for Individual Economic Loss Claims provide a claimant 30 days to submit the requested documents. Until now, if a claimant did not submit sufficient documents on or before the deadline, the Claims Administrator waited to issue a Follow-Up Incompleteness Notice until after the deadline in the Incompleteness Notice or the Preliminary Incompleteness Notice for Individual Economic Loss Claim expired. Going forward, a claimant may waive this waiting period by indicating that he/she has submitted all documents he/she intends to submit.

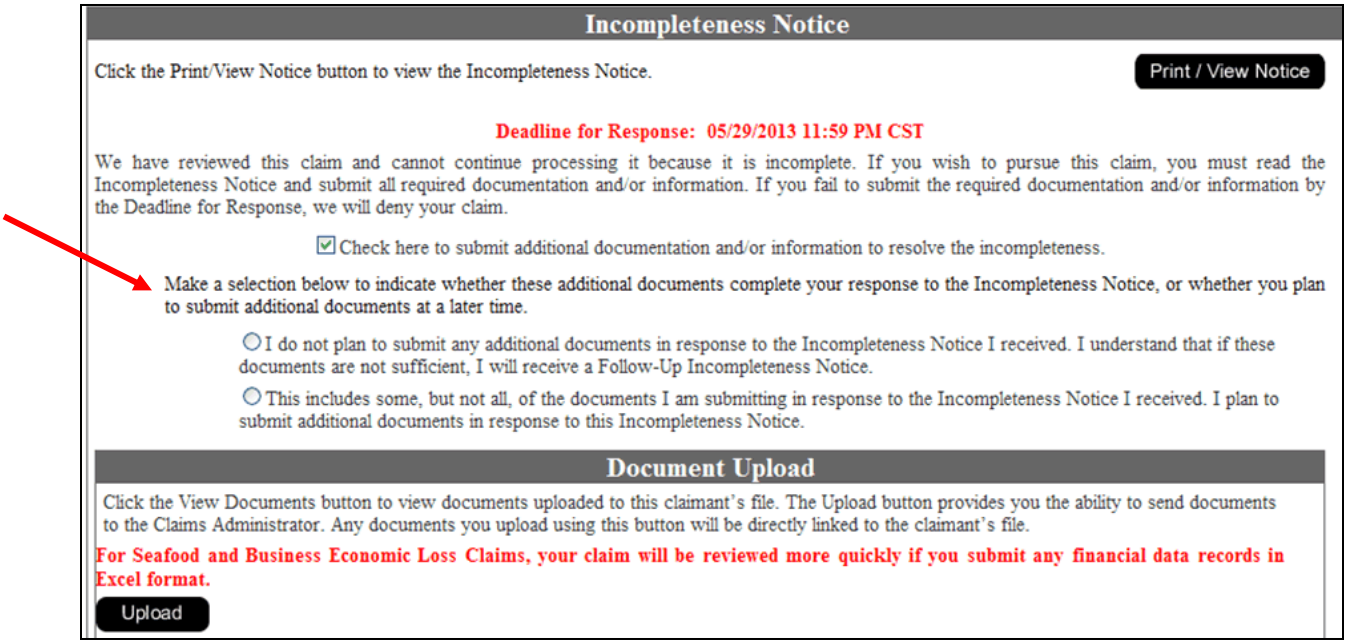
2. ***Effect of the New Option.*** When a claimant indicates that he/she has submitted all documents that he/she intends to submit, the Claims Administrator will process the claim as usual. The Claims Administrator will not prioritize the review ahead of others. The only part of the process that will change is that the next Notice will issue immediately following the review of the claim instead of when the deadline in the Incompleteness Notice or the Preliminary Incompleteness Notice for Individual Economic Loss Claim expires. As a result, if a claim's documents remain incomplete following the review, the Claims Administrator could issue a Follow-Up Incompleteness Notice before the deadline to respond to the Incompleteness Notice or the Preliminary Incompleteness Notice for Individual Economic Loss Claim has expired.

3. ***Exercising the Option: Portal Users.*** Portal users can waive the response period while responding to the Incompleteness Notice or the Preliminary Incompleteness Notice for Individual Economic Loss Claim.

   The Portal user can use the check box and Upload button to submit additional documents in response to the Notice. With the addition of the new feature, the Portal user also must click one of the two options asserting either that he/she has submitted all documents he/she intends to submit, or that he/she wishes to submit additional documents in the future.

   If the Portal user asserts that he/she does not plan to submit additional documents, the Claims Administrator will process the claim and issue the resulting notice without waiting for the response deadline to expire. If the Portal user asserts that he/she plans to submit additional documents, the Claims Administrator will not wait to review the claim. Review of the claim with the new documents will continue, but if the claim remains Incomplete, the Claims Administrator will not issue a Follow-Up Incompleteness Notice until after the response deadline has expired.

   Here is what the Portal user will see:



Incompleteness Notice

Click the Print/View Notice button to view the Incompleteness Notice. Print / View Notice

Deadline for Response: 05/29/2013 11:59 PM CST

We have reviewed this claim and cannot continue processing it because it is incomplete. If you wish to pursue this claim, you must read the Incompleteness Notice and submit all required documentation and/or information. If you fail to submit the required documentation and/or information by the Deadline for Response, we will deny your claim.

☑ Check here to submit additional documentation and/or information to resolve the incompleteness.

Make a selection below to indicate whether these additional documents complete your response to the Incompleteness Notice, or whether you plan to submit additional documents at a later time.

○ I do not plan to submit any additional documents in response to the Incompleteness Notice I received. I understand that if these documents are not sufficient, I will receive a Follow-Up Incompleteness Notice.

○ This includes some, but not all, of the documents I am submitting in response to the Incompleteness Notice I received. I plan to submit additional documents in response to this Incompleteness Notice.

Document Upload

Click the View Documents button to view documents uploaded to this claimant's file. The Upload button provides you the ability to send documents to the Claims Administrator. Any documents you upload using this button will be directly linked to the claimant's file.

For Seafood and Business Economic Loss Claims, your claim will be reviewed more quickly if you submit any financial data records in Excel format.

Upload

4. ***Exercising the Option: Non-Portal Users.*** Non-Portal users can exercise this option in writing along with the response to the Incompleteness Notice or the Preliminary Incompleteness Notice for Individual Economic Loss Claim, by calling the Claimant Communications Center at 1-800-353-1262, or by visiting a Claimant Assistance Center. Non-Portal users must assert that they wish to waive the waiting period and that they do not intend to submit further documents in response to the Incompleteness Notice or the Preliminary Incompleteness Notice for Individual Economic Loss Claim.

5. ***Questions.*** If you have questions about this Alert, you may call the Claimant Communications Center at 1-800-353-1262 or send an e-mail to Questions@dhecc.com. If you are an attorney or claims preparation representative, call or e-mail your designated DWH Contact for help or assistance. You may also visit a Claimant Assistance Center and talk with one of our representatives. For a complete list of Claimant Assistance Centers, go to www.deepwaterhorizoneconomicsettlement.com.