

Claims and the Deepwater Horizon Incident and oil spill in the Gulf of Mexico

BP deeply regrets the spill that has occurred in the Gulf of Mexico as a result of the Deepwater Horizon Incident. This brochure is designed to provide information about how to file a claim and answer questions about the process.

Items Covered

BP will pay all legitimate claims for damages resulting from the oil spill and necessary response costs. This includes:

- Property damage
- Net loss of profits and earning capacity
- Subsistence loss and natural resource damage
- Removal and cleanup costs
- Cost of increased public services
- Net loss of government revenue

BP also will evaluate all claims for bodily injury even though they are not payable under the Oil Spill Pollution Act of 1990.

To File a Claim

File a claim by calling the toll-free number, 1-800-440-0858, or by going online at www.bp.com/claims.

If you file a claim via the toll free number, 1-800-440-0858

- You will be given a claim number by the call center. It is important that you keep your claim number. You will need this information.
- After you have your claim number, a claim adjuster will contact you, or you can visit a claim center.
- If you visit the claim center, you will need to have documentation to support your claim and a photo ID.
- If you talk with a claim adjuster on the phone, documentation can be sent by mail, email, or fax.
- See below for what type of documentation is needed for each type of claim.

If you file a claim online at www.bp.com/claims:

- You will be called and provided a claim number, usually the same day.
- After you have your claim number, a claim adjuster will contact you, or you can visit a claim center.
- If you visit the center you will need a photo ID and documentation to support your claim.
- If you talk with a claim adjuster on the phone, documentation can be sent by mail, email, or fax.
- See below for what is needed for each type of claim.

Visit a claim center

You may visit one of the BP Claim Centers; however, we recommend that you first obtain a claim number by calling the toll free number 1-800-440-0858. This will help avoid delays. Claim center locations can be found online at www.bp.com/claims.

Claims by mail

You may submit a claim via mail by sending it to: ESIS, One Beaver Valley Road, Wilmington, DE 19803

You should only file one claim. You can report different types of damages on the same form with the same claim number. Multiple claim numbers will delay the review of the claim. Claim adjusters will help you deal with any exceptions to this.

Supporting Documentation

You will need to provide photo ID and documentation supporting your loss. Below is information about what is needed to support various claims.

Loss of income or net profit claim documentation can include:

- Tax records
- Trip tickets
- Wage loss statements
- Deposit slips
- Boat registrations
- Copies of your current fishing license

Commercial economic loss claims may require additional business specific records.

Property damage claims can require photographs and replacement or cleaning receipts.

Larger property damage claims may require on-site inspection by a claim adjuster.

Loss of rental claims can include prior occupancy rates, cancellations, tax records, and bookkeeping records.

Bodily injury claims are not payable under the Oil Pollution Act of 1990; however, BP will evaluate each bodily injury claim submitted on a case-by-case basis. You will need to provide medical records, medical bills, or pharmacy records to support the claim.

Loss of Income or Net Profit Second Payments

Loss of income or net profit payments are made in advance because individuals and businesses need to pay their bills.

If you were given an interim advance payment for loss of income or net profits before June 1, you are eligible for a second payment. The second interim advance payment will be for the same amount as the first payment you received. No check will be reduced.

Individuals and businesses will receive their second payment about 30 days after their initial advance payment was received. For example, if you received a payment on May 15, you will receive a second interim advance payment about June 15. Checks will be mailed to you along with a letter that is printed in four languages -- English, Spanish, Vietnamese, and Khmer.

If you are receiving your first interim advance payment in June, the claims center will communicate with you about any further possible payments.

Supplemental Payment

If you have losses that are larger than the amount of any interim advance payment, you must work with a claim adjuster to discuss the losses. Those who have provided documentation that demonstrates the losses actually incurred are larger than the total amount of interim advance payments received will receive a supplemental payment for the difference. This payment will be provided by a claim adjuster after talking with the individual or business owner.

Translators Available

Some of the claim offices are staffed with translators including the following:

For Vietnamese:

- Bayou LaBatre, AL
- Bay St. Louis, MS; Biloxi, MS
- New Orleans , LA
- Boothville-Venice, LA
- Gretna/Belle Chase, LA

For Spanish:

- Bayou LaBatre, AL
- Bay St, Louis, MS
- Orange Brach, AL

- Mobile, AL

For Khmer

- Bay St. Louis, MS

BP community offices also have translators. Additional translators will be provided as needed at claims centers. For an updated list, please see the web site www.bp.com/claims.

Help after you file a claim

To check on a claim if you have a claim number and have not heard from a claim adjuster, call 1-800-573-8249.

Contact Information

1-800-440-0858 -- To file a claim

1-800-573-8249 -- To check on a claim if you have a claim number and have not heard from a claim adjuster

ESIS, One Beaver Valley Road, Wilmington, DE 19803 -- To submit a claim by mail

To submit a claim online or find a claims center near you, you can go to one of the following:

www.bp.com/claims
www.bp.com/gulfofmexicoclaims
www.bp.com/claim
www.ms-response.com
www.al-response.com
www.la-response.com
www.fl-response.com

Online Materials are available in Spanish and Vietnamese.

Forms are available in Spanish at <http://www.bp.com/iframe.do?categoryId=9033798&contentId=7062408>

In Vietnamese at <http://www.bp.com/iframe.do?categoryId=9033799&contentId=7062420>

BP deeply regrets that you have been impacted and inconvenienced.

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