

# Deepwater Oil Spill BP & NPFC Claims

## FREQUENTLY ASKED QUESTIONS

### for Individuals and Businesses

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#### 1. I have property damage or am out of work because of the oil spill, is there help available?

Yes, you may file a claim with BP for damages you have had because of the oil spill. Claims with BP may be filed by:

1. Calling the BP Claims Line at 1-800-440-0858. The line is toll-free and available 24 hours a day, 7 days a week
2. Online at [www.bp.com/claims](http://www.bp.com/claims)

If you have questions or need to submit documentation regarding your claim, you may want to visit one of 25 BP claims centers located throughout the impacted states. Claim centers are open 7 days a week from 8 a.m. to 7 p.m. To locate the BP Claims center nearest you call the BP Claims line or visit [www.deepwaterhorizonresponse.com](http://www.deepwaterhorizonresponse.com) and click the link for “claims”.

#### 2. What types of damages can I file a claim for?

You may be eligible for compensation for loss of income or profits (including for fishing and rental property), and property damage or loss. The Oil Pollution Act of 1990 defines eligible types of damages:

- **Removal or Cleaning Costs**: “Removal Costs” means the costs of removal that are incurred after a discharge of oil has occurred or, in any case in which there is a substantial threat of a discharge of oil, the costs to prevent, minimize, or mitigate oil pollution from such an incident.
  - i. **Example**: You own waterfront property where a boat and dock were oiled. You may have a claim for the cost of the contractor used to remove the oil from your property.
  - ii. **Eligible Claimant**: Anyone incurring removal costs.
- **Real and Personal Property Damage**: damage or economic loss related to the destruction or harm of real or personal property.
  - i. **Example**: You own a recreational boat or waterfront property that was oiled. You may have a claim for the cost of restoring your property to its pre-spill condition.
  - ii. **Eligible Claimant**: Person or entity who owns or leases the property.
- **Loss of Profits and Earning Capacity**: due to the injury or loss of real property, personal property, or natural resources.
  - i. **Example**: Shrimpers who cannot operate due to the closed Gulf waters; seafood producers and packers; businesses affected by the reduced tourism such as hotels, restaurants, charter tours.
  - ii. **Eligible Claimant**: Anyone with loss of profits or income.

### 3. Who can file a claim with BP?

Individuals, businesses and governments that can document economic or property damages directly related to the oil spill may file a claim; however, claims are not guaranteed to be paid.

### 4. How do I file a claim with BP?

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1. Calling the BP Claims Line at 1-800-440-0858. The line is toll-free and available 24 hours a day, 7 days a week
2. Online at [www.bp.com/claims](http://www.bp.com/claims)

### 5. I filed a claim with BP, what's next?

You will be contacted by a BP Claims Representative. The Claims Representative will verify your identity, ask you for documentation regarding your claim, and answer questions you may have.

### 6. What types of documentation do I need to file a claim?

The BP Claims Representative who contacts you after you have filed a claim will explain the types of documentation you will need to substantiate your claim. You may be asked to provide documents such as: a pay stub, deposit slip, W2 tax form, photographs, contact information for the Captain you were employed by, proof of ownership or title to property. You may refer to the BP Claims Manual found on [www.bp.com](http://www.bp.com) website.

### 7. I have questions regarding my BP claim, who can I contact?

If you have questions about submitting a claim or a claim you have already submitted, you may call **1-800-537-8249** for information on your claim OR visit one of 25 BP claims centers. Claim centers are open 7 days a week from 8 a.m. to 7 p.m. To locate the BP Claims center nearest you call the BP Claims line or visit [www.deepwaterhorizonresponse.com](http://www.deepwaterhorizonresponse.com) and click the link for "claims."

### 8. English is not my first language, are there translation services available?

Yes, the claims forms on [www.bp.com/claims](http://www.bp.com/claims) are available in Vietnamese and Spanish. Additionally, some BP Claims centers have translators available. For locations call the BP Claims Line at **1-800-440-0858**:

Vietnamese	Spanish	Cambodian
<b>Alabama:</b> Bayou LaBatre <b>Mississippi:</b> Bay St Louis, Biloxi <b>Louisiana:</b> New Orleans East, Venice, Gretna	<b>Alabama:</b> Bayou LaBatre, Orange Beach, Mobile	<b>Mississippi:</b> Bay St Louis

**9. I filed a claim with BP for loss of income and received a check for this month, what about next month?**

You will **NOT** need to file a new claim. A BP claims representative may ask you for additional documentation regarding your income. You may have received your first check in person, however, additional payments will be mailed to the address you provided when you filed your claim. You can expect your second check about 30 days after you received your first payment. If you have additional questions, please call the BP Claims Line at **1-800-440-0858**.

**10. Can I file a claim with the U.S. Coast Guard's NPFC?**

Yes. The U.S. Coast Guard's National Pollution Funds Center (NPFC) administers the Oil Spill Liability Trust Fund, which is governed by the Oil Pollution Act of 1990. Before filing a claim with NPFC, individuals, businesses, and local government **must first file a claim with BP as one of the Responsible Parties**. States may choose to file claims directly with NPFC. If BP denies the claim OR the claim goes unsettled for 90 days, claimants may then apply to the NPFC. With the exception of State governments, parties will not be able to file a claim with the NPFC without first applying to BP.

**11. How do I file a claim with the U.S. Coast Guard's NPFC?**

A claim with NPFC must be submitted **in writing and mailed to:**

US COAST GUARD STOP 7100 (ca)  
4200 Wilson Boulevard, Suite 1000  
Arlington, Virginia 20598-7100

For more information, you may contact the NPFC at 1-800-280-7118 or visit [www.uscg.mil/npfc/claims](http://www.uscg.mil/npfc/claims).

**12. Can I file a claim with both BP and the U.S. Coast Guard's NPFC?**

Yes, however, before filing a claim with NPFC, individuals, businesses, and local government must first file a claim with BP as the Responsible Party. If BP denies the claim OR the claim goes unsettled for 90 days, claimants may then apply to the NPFC. Individuals and businesses will not be able to file a claim with the NPFC without first applying to BP.