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I. **Basic Information**

1. **What is the Fire Victim Trust?**

   Following the Northern California wildfires in 2015 to 2018, PG&E Corporation and Pacific Gas and Electric Company jointly filed for Chapter 11 bankruptcy protection in the United States Bankruptcy Court for the Northern District of California (the “Court”) on January 29, 2019 (*In re PG&E Corporation and Pacific Gas and Electric Company*, Bankruptcy Case No. 19-30088). The Debtors’ Plan of Reorganization under Chapter 11 of the United States Bankruptcy Code was confirmed by the Bankruptcy Court for the Northern District of California on June 20, 2020, Case No. 19-30088, Docket No. 8053 (available [here](#)). The Plan became effective and the Fire Victim Trust was formed on July 1, 2020.

   The Fire Victim Trust will evaluate, administer, process and resolve eligible claims arising from the 2015 Butte Fire, 2017 North Bay Fires, and 2018 Camp Fire. Under the direction of the Trustee, the Honorable John K. Trotter (Ret.), and Claims Administrator, Cathy Yanni, the Fire Victim Trust will provide an efficient and equitable process to review claims and compensate Fire Victims for both economic and non-economic damages caused by these fires, including destruction or damage to real estate and personal property, additional living expenses, lost wages, business losses, personal injury or death and related medical expenses, and emotional distress.

2. **What fires are included in the Fire Victim Trust?**

   The Fire Victim Trust will administer Claims related to the following fires (the “Included Fires” or “Fires”):

   (a) Butte Fire (2015)

   (b) North Bay Wildfires (2017)

   1. 37
   2. Adobe
   3. Atlas
   4. Blue
   5. Cascade
   6. Cherokee
   7. Honey
   8. LaPorte
   9. Lobo
   10. Maacama/Youngs
   11. McCourtney
   12. Norrbom
   13. Nuns
   14. Partrick
(15) Pocket
(16) Point
(17) Pressley
(18) Pythian/Oakmont
(19) Redwood/Potter Valley
(20) Sullivan
(21) Sulphur
(22) Tubbs

(c) Camp Fire (2018)

Any Claims unrelated to the Included Fires are ineligible for compensation from the Trust.

3. **Who can submit a claim to the Fire Victim Trust?**

To be eligible to receive compensation from the Trust, a Claimant must: (1) have a Claim related to an Included Fire; (2) have timely filed a Proof of Claim (*i.e.*, have filed a Proof of Claim with the Bankruptcy Court by December 31, 2019); and (3) submit supporting documentation outlined in Section II of the Claims Resolution Procedures or as required by the Claims Administrator (“Supporting Documents”). Upon submission of the Supporting Documents, the Trust will review each Claim and apply California law or, if applicable, other non-bankruptcy law to determine the Approved Amount of the Claim, including all recoverable damages and costs.

4. **Who is the Trustee?**

The Court approved the Honorable John K. Trotter (ret.) as the Trustee of the Fire Victim Trust. Having retired from the California Court of Appeal in 1987, he joined JAMS and gained a reputation as one of the nation’s leading experts in ADR. Justice Trotter has served as a Special Master in several Multi District Litigation Pharmaceutical matters, including Zyprexa I, Zyprexa II, Baycol, Rezulin, Vioxx, the Toyota Sudden Acceleration case, and other complex cases in both Federal and State court, supervising the claims of and payments to thousands of plaintiffs in each litigation. He also formulated a resolution program for the 2007 San Diego fire cases and supervised the resolution of all the victims’ claims. Click [here](#) to learn more about Justice Trotter.

5. **Who is the Claims Administrator?**

The Court approved Cathy Yanni as the Claims Administrator of the Fire Victim Trust. In addition to her work as the Administrator of the Wildfire Assistance Program, Cathy Yanni has settled tens of thousands of cases and facilitated distribution of billions of dollars in settlement funds to Claimants. She has overseen multiple claims reconciliation processes. Cathy Yanni has been a Court Appointed Special Master and/or Mediator in numerous cases involving wildfires, mass torts, and class actions. In addition to being appointed as an appeal panelist in the Takata Airbag Tort Compensation Trust Fund
established in the TK Holdings Inc. bankruptcy case, she been appointed as an Administrator, Special Master, or Mediator in thousands of other cases. She also worked with Justice Trotter to formulate a resolution program for the 2007 San Diego fire cases, ultimately acting as mediator and arbitrator for the program. Click here to learn more about Cathy Yanni.

6. **Who are the Neutrals?**

   The Trustee will appoint a panel of Neutrals experienced in the resolution of wildfire claims and related matters to assist in resolving issues relating to the liquidation and resolution settlement of Fire Victim Claims. The Trustee will designate certain specially-qualified Neutrals to consider large, complex, and/or sensitive Fire Victim Claims. The Neutrals also will consider appeals from Claimants who dispute their Claims Determinations.

7. **Who is the Special Master?**

   The Court approved the Honorable Ellen Sickles James (Ret.) as the Special Master to review and approve any and all claims submitted to the Fire Victim Trust on behalf of “Protected Persons,” referring to minors and incapacitated adults. Having retired from the California Superior Court in 1997, she joined JAMS and became known for her exceptional settlement skills, earning the reputation of having a dedicated, compassionate and creative command. As a Superior Court Judge and in prior Special Master assignments, she presided over scores of litigation matters involving claims asserted on behalf of minors. Special Master James is fully familiar with state law requirements and practice regarding review of minors’ settlements, restrictions on the payment of attorneys’ fees, costs and expenses from the proceeds of litigation involving minors and the handling of funds belonging to minors. Special Master James’ fifty years of legal experience, including her career as a California Superior Court judge and subsequent career as a mediator, arbitrator Judge Pro-Tem and Special Master have made her well-qualified to resolve issues that arise in litigation involving minors and persons with disabilities. Click here to learn more about Special Master James’ appointment.

8. **Who is the Claims Processor?**

   The Fire Victim Trust retained the law firm BrownGreer PLC as Claims Processor to assist the Trustee and the Claims Administrator to process Fire Victim Claims in a fair, consistent, equitable and pro rata manner as mandated by the Fire Victim Trust Agreement and the order of the Bankruptcy Court. BrownGreer is a premier settlement administrator with more than 25 years’ experience assisting clients with the legal and administrative aspects of the design, approval, and implementation of settlement protocols and claims facilities required to resolve mass claims in settlements arising from class actions, multidistrict litigation, bankruptcy proceedings, government enforcement actions, and other aggregation vehicles.
9. **What is the Trust Oversight Committee?**

The Trust Oversight Committee ("TOC") is an oversight committee selected and appointed by the Consenting Fire Claimant Professionals and the Tort Claimants Committee to oversee the Fire Victim Trust and represent the interests of Fire Victim Claimants. The TOC members are:

- Amy Bach, Esq. | United Policyholders
- Douglas Boxer, Esq. | Law Office of Douglas Boxer
- Elizabeth Cabraser, Esq. | Lieff Cabraser Heimann & Bernstein, LLP
- Michael Kelly, Esq. | Walkup, Melodia, Kelly & Schoenberger
- Frank M. Pitre, Esq. | Cotchett, Pitre & McCarthy, LLP
- Amanda L. Riddle, Esq. | Corey, Luzaich, de Ghetaldi & Riddle LLP
- Bill Robins, Esq. | Robins Cloud LLP
- Gerald Singleton, Esq. | Singleton Law Firm
- Steven J. Skikos, Esq. | Skikos, Crawford, Skikos & Joseph, LLP

10. **When does the Claim filing period begin?**

The Trust began accepting Claims information and supporting documents on the Fire Victim Trust Portal on July 1, 2020. The Claims Questionnaire has been available on the Portal since August 17, 2020.

11. **If I did not file a Proof of Claim by December 31, 2019, can I still get compensation from the Trust?**

All Claimants must have filed a Proof of Claim for their claims or those of their family in the Bankruptcy Cases (i.e., the cases filed in the United States Bankruptcy Court for the Northern District of California known as In re PG&E Corporation et al, Debtors, Jointly Administered Case No. 19-30088) on or before December 31, 2019, which was the extended Bar Date for Fire Victim Claimants. Claims that were not timely submitted to the Bankruptcy Cases are ineligible for compensation from the Trust, unless the Claimant (a) obtains relief from the Bankruptcy Court to file a late Claim, and (b) within 30 days after the Bankruptcy Court order allowing such late filing (i) files the Claim in the Chapter 11 Cases and (ii) submits such Claim to the Trust. Claims that have been disallowed or that have been withdrawn from the Claims Register in the Chapter 11 Cases are ineligible for compensation from the Trust.

12. **If I filed a Proof of Claim and need to make corrections, should I file a new or amended Proof of Claim?**

If you previously filed or were included as a family member in a filed Proof of Claim, you do not need to file a new or amended Proof of Claim to update the information about your claim. Instead, you or your lawyer should contact the Trust to submit revised...
information, including changes in contact information and/or attorney representation. If you need to revise or clarify substantive claims information including the Fire, loss location address, and/or damages claimed, you will have an opportunity to do so when submitting your Claims Questionnaire to the Trust.

13. **If I filed a Proof of Claim, how do I add or substitute a Claimant?**

To preserve Trust resources and efficiently assist Fire Victims to add or substitute a Claimant, the Claims Administrator established a Procedure to avoid the filing of certain new or amended Proofs of Claim or motion practice. To request the addition or substitution of a Claimant, complete the Add or Substitute Claimant Form available [here](#) and email the completed form to info@firevictimtrust.com. The Claims Processor will seek approval and inform you of the final determination. If the Claims Administrator approves your request, the new Claimant will relate back to the original Proof of Claim filing.

Examples of permissible additions and substitutions include:

(a) Adding a family or household member who was not listed on the original Proof of Claim. For example, you are a parent adding a minor child.

(b) Substituting a Claimant because a beneficiary was named on the Proof of Claim rather than the owner. For example, you are adding a trust to replace a trust beneficiary named on the Proof of Claim.

(c) Adding a new Claimant based on a permissible transfer of claim.

14. **Are there any tools on the Trust Website to help me understand the Claims Resolution Procedures and how to make a claim?**

Yes. The Claims Administrator created several tools with information that may be helpful to you. Some of these tools are also referenced in other FAQs. There also are a Portal User Manual and a Quick Start Guide available in the Support section when you log into your Portal.

15. **How do I get more information about the Fire Victim Trust?**

These FAQs summarize the Fire Victim Trust Agreement and Claims Resolution Procedures. Click [here](#) to read the entire Trust Agreement and all Exhibits. You also may call (1-888-664-1152) or email (info@firevictimtrust.com) the Claims Administrator for more information.

16. **What are the Fire Victim Trust’s disclosure obligations?**

Pursuant to order of the Bankruptcy Court, the Fire Victim Trust must file with the Bankruptcy Court an Annual Report containing its financial statements which must be audited by an independent accounting firm. The Fire Victim Trust has retained an
independent accounting firm for this purpose. In addition, the Fire Victim Trust must file with the Bankruptcy Court a Claims Report containing a summary of the number and types of claims disposed of during the period covered by the financial statements. These reports must be filed within 120 days after the close of the year. The Annual Report and the Claims Report will be posted on the Fire Victim Trust website when filed with the Bankruptcy Court.

17. How do I report potential fraud to the Claims Administrator?

If you suspect or know of potential fraud concerning the Fire Victim Trust, you can report it by clicking here and using the online form created by the Claims Administrator. You also may call (1-888-664-1152) or email (info@firevictimtrust.com) to report potential fraud.

You can report the potentially fraudulent activity anonymously and confidentially, regardless of the method you choose. If you provide the Claims Administrator with your contact information, the Claims Administrator will keep your information confidential to the extent possible.

When reporting potential fraud, include as many details as possible so the Claims Administrator can fully investigate the activity, such as when the activity occurred, who was involved, how you know about the activity, and whether any other person(s) may have information about the activity.

18. What if my situation or circumstances are not covered by these FAQs?

If an issue arises that these FAQs do not address, the Claims Administrator will consider the facts on a case-by-case basis to determine the appropriate course of action, including whether to adopt a new FAQ to address the issue. Not every question can be anticipated in advance. Also, the Trustee and Claims Administrator have the discretion to interpret and apply the rules and policies in these FAQs to follow best practices for the Trust, which may require flexibility in certain situations. Contact the Claims Administrator by phone (1-888-664-1152) or email (info@firevictimtrust.com) if you have a question that is not covered in these FAQs.

II. Claimant Demographic Information

19. How do I change my mailing address?

After logging in to your Portal on the Fire Victim Trust website, open the Claimant Details screen for the Claimant whose address you wish to update. Click the Edit Claimant Details and update the Current Mailing Address to update your mailing address.
20. **Do I have to provide my Taxpayer Identification Number to the Trust?**

Yes. Section V. of the Fire Victim Claims Resolution Procedures requires that Claimants provide the Trust with sufficient information to verify their identity as part of their Claims Questionnaire. Using a Claimant’s Taxpayer Identification Number (“TIN”) allows the Trust to (1) verify that each Claimant provides his or her actual name and TIN; (2) prevent a Claimant from inadvertently or intentionally using a different person’s name and/or TIN; (3) avoid processing or paying a claim for a fictitious person; and (4) avoid paying a Claimant for the same injuries or damages more than once.

21. **How do I add or change the Claimant name or Social Security Number (or other Taxpayer Identification Number) that I provided to the Trust?**

After logging in to your Portal on the Fire Victim Trust website, open the Claimant Details screen for the Claimant whose information you need to update. Click the Edit Claimant Details button and add or update the information (e.g., Claimant name, Taxpayer Identification Number). You will be able to add or update the information until you submit a Claims Questionnaire.

After you submit a Claims Questionnaire, or after one is submitted on your behalf, you must contact the Claims Administrator to request any corrections to your name or Taxpayer Identification Number.

22. **What happens if you can’t verify my Taxpayer Identification Number?**

If we can verify your Taxpayer Identification Number (“TIN”) through our own research, then we will not ask you to provide any further information or documents about your TIN. In a small percentage of circumstances, we will not be able to verify a TIN, often because of typographical errors or because the name associated with the TIN is different from the name you provided.

If we are unable to verify your TIN, we will request additional information depending on the type of TIN you have provided:

(a) **Social Security Number (“SSN”).** If you are using an SSN, and we cannot verify your information, we will ask you to provide any of the following information:

   (1) A legible copy of your Social Security Card from the Social Security Administration that displays your name and SSN. If you do not have a copy of your SSN card, you can get a new card by visiting https://www.ssa.gov/myaccount/replacement-card.html or by calling 1-800-772-1213; or

   (2) Any other official documents issued by the Social Security Administration bearing your SSN.
(b) **Individual Taxpayer Identification Number (“ITIN”).** If you are using an ITIN, and we cannot verify your information, we will ask you to provide a legible copy of your ITIN Assignment Letter from the IRS that displays your name and ITIN. If you do not have a copy of your ITIN Assignment Letter from the IRS, you can request a replacement letter by calling the IRS at 1-800-829-1040.

(c) **Employer Identification Number (“EIN”).** If you are using an EIN, and we cannot verify your information, we will ask you to provide a legible copy of your EIN Assignment Letter from the IRS that displays your name and EIN. If you do not have a copy of your EIN Assignment Letter from the IRS, you can request a replacement by calling the IRS Business and Specialty Tax Line at 1-800-829-4933.

(d) **Foreign ID Number.** Individual Claimants who do not have an SSN or ITIN can provide the Trust with a Foreign ID Number, which should be a unique identifier assigned by your country of origin. If you use a Foreign ID Number, you must provide documents corroborating the Foreign ID Number and confirming the country that issued it.

You will not need to provide any of these documents unless and until we notify you that we have been unable to verify your TIN. If you have received such a notice from us and have submitted documents in response, we will review your submission and will notify you if we need additional information.

23. **How did the Claims Administrator identify the Fire Victims included as Claimants in the Trust?**

The Trust relied on data reported by Prime Clerk, the claims and noticing agent in the Bankruptcy Cases. The Claims Administrator continues coordinating with Prime Clerk and PG&E to confirm which claims are channeled to the Trust and will add new or update existing Claimants in the Fire Victim Trust Portal on an as-needed basis. If you have questions about inclusion of a specific Claimant in your Portal, email the Trust at info@firevictimtrust.com and include the Proof of Claim Number appearing on the Prime Clerk Bankruptcy register [here](#) in your email.

24. **Where did the Claims Administrator get my contact information?**

The Claims Administrator obtained your contact information from the Notice Party data in Question 4 of the Proof of Claim form you filed.

25. **Where did the Claims Administrator get information about my family and/or household members?**

The Claims Administrator obtained information about your family and/or household members from Question 3 of the Proof of Claim form you filed.
26. **Where did the Claims Administrator get information about my Loss Location?**

The Claims Administrator obtained information about your Loss Location from Question 8 of the Proof of Claim form you filed.

27. **My Loss Location is incorrect. How do I update my Loss Location?**

You cannot change an existing Loss Location. However, you can remove an incorrect Loss Location and add a new Loss Location with the correct address.

After logging in to your Portal on the Fire Victim Trust website, open the Claimant Details screen for the Claimant whose Loss Location you need to update. In the Loss Location Information section, click the Add Loss Location button to add a new address or click the red trashcan next to an existing, incorrect address to delete it.

28. **My Portal shows the same Claimant twice. How do I correct this?**

If you previously submitted information for the same Claimant more than once, you may see multiple entries for that Claimant in the Plaintiff Information Used to Create Claimant section of the Claimant Details screen. If your Portal shows the same Claimant twice, the Claims Administrator can merge the data to create one unique Claimant. If the Claimants should be merged, click the Confirm button and provide any necessary comments. If the Claimants should be separate records in our system, click the Contest button and provide the details to verify that the Claimants are separate and unique individuals or entities. Afterwards, the Claims Administrator will contact you with any questions and to confirm resolution.

### III. Fire Victim Claims – Generally

29. **What types of claims will the Fire Victim Trust consider?**

The Claims Resolution Procedures (available here) outline seven types of claims that Fire Victims can submit: (1) Real Property, (2) Personal Property, (3) Personal Income Loss, (4) Business Loss, (5) Other Out-of-Pocket Expenses, (6) Wrongful Death and Personal Injury, and (7) Emotional Distress. In addition to these categories, the Trust will review all other submitted claims and consider all damages and costs recoverable under California law or, if applicable, other non-bankruptcy law.

30. **May I sell or assign my Fire Victim Claim?**

A claim that was sold or assigned before June 20, 2020 will be recognized and processed as if the assignee was the original holder of the claim. Otherwise, subject to certain limited exceptions, the Order Confirming the Plan of Reorganization and the Trust Agreement prohibit the sale or assignment of a Fire Victim Claim from and after June 20, 2020.
The exceptions to the prohibition on sale or assignment are:

(a) Claims transferred by will or by intestate succession upon the death of the Fire Victim;

(b) Claims transferred by operation of law; and

(c) Claims transferred by a Fire Victim to its successor by merger, consolidation or by purchase of substantially all the assets of the Fire Victim.

31. Do I need to complete a new form to submit my claims to the Fire Victim Trust?

Yes. Claimants must complete a Claims Questionnaire, which will include sections for you to provide or update demographic information and information about your claim(s). You can complete the Claims Questionnaire and upload supporting documents by logging into your online Portal.

32. What is the deadline to submit a Claims Questionnaire?

The deadline to submit a Claims Questionnaire was February 26, 2021.

33. How do I sign a completed Claims Questionnaire in my Portal?

If you are a lawyer:

In the Signature module of the Claims Questionnaire, follow the instructions to email each client to provide an electronic signature. All Claimants must have a signature before the Claims Questionnaire can be submitted to the Fire Victim Trust for processing. Click the Send button to enter the client’s email address and you may use the same email address multiple times.

If you are a Claimant who is not represented by a lawyer:

In the Signature module of the Claims Questionnaire, click the E-Sign button next to each Claimant’s name to provide an electronic signature. All Claimants must have a signature before the Claims Questionnaire can be submitted to the Fire Victim Trust for processing.

34. Which Fire Victims need a Representative to act on their behalf, and what does the Representative do?

Fire Victims that are a trust or business must identify an Authorized Representative. Fire Victims who are minors, deceased/estate, or incapacitated adults must identify a Legal Representative. Representatives act on the Fire Victims’ behalf, including accepting any offer, signing Releases, and receiving payment.
35. How do I add an Authorized Representative for a Fire Victim who is a trust or business?

You must identify an Authorized Representative for all Claimants who are a trust or business. You can add an Authorized Representative through the Claimant Details Screen on your Portal. Click the Edit Claimant Details button, then select the appropriate Claimant Type from the dropdown menu. The option to Add Representative will become available.

36. Who may act as Authorized Representative for a Claimant that is a trust, and what documents must they submit to the Fire Victim Trust to support their authority?

To support their authority to act as Authorized Representative to a Claimant that is a trust—including accepting any offer, signing Releases, and receiving payment—a party must (1) be a trustee of that trust, and (2) submit trust documents showing as such.

37. Who may act as an Authorized Representative for a business entity, and what documents must they submit to the Fire Victim Trust to support their authority?

A single owner or other duly authorized agent may act as Authorized Representative for a Claimant that is a business entity—including accepting any offer, signing Releases, and receiving payment. The type of documents required to support a party’s authority to act on behalf of the business entity Claimant depends on the party’s relationship to the business entity Claimant, but can include the following:

(a) Articles of Incorporation  
(b) Articles of Organization  
(c) Certificate of Organization  
(d) Bylaws  
(e) Operating Agreements  
(f) Corporate Resolutions  
(g) Shareholder Lists  
(h) Partnership Agreements  
(i) Other documents to support legal ownership

38. How do I add a Representative Claimant for a Fire Victim who is a minor or has become deceased or incapacitated?

You must identify a Legal Representative for all Claimants who are currently a minor, an incapacitated adult, or deceased. You can add a Representative Claimant through the Claimant Details Screen on your Portal. Click the Edit Claimant Details button, then select the appropriate Individual Claimant Type from the dropdown menu. The option to Add Representative will become available, as will date of death, when appropriate.

39. Who may act as Legal Representative for a minor Claimant, and what documents must they submit to the Trust to support their authority?
A parent, guardian, or guardian *ad litem* of a minor child may act as Legal Representative for a minor Claimant. The type of document required to support a party’s authority to act as Legal Representative to a minor Claimant—including accepting any offer, signing Releases, and receiving payment—depends on the party’s relation to the Claimant, but can include the following:

(a) **Birth Certificate or Baptismal Certificate.** A birth certificate or baptismal certificate identifying the Legal Representative as parent of the minor Claimant.

(b) **Custody or Adoption Records.** A copy of an adoption or custody order or similar custody records identifying the Legal Representative as parent or legal custodian of the minor Claimant.

(c) **Local Court Appointment.** A copy of a court order, letters of guardianship, letters of conservatorship, certification, or other document issued by a court or other appropriate official and appointing the Legal Representative as guardian, conservator, curator, personal representative, or other position with authority to act on behalf of the minor Claimant.

(d) **Additional Legal Representative Proof Documents.** Additional documents may be accepted as Legal Representative Proof Documents only if the Special Master approves or as authorized by the District Court.

40. Who may act as Legal Representative for a deceased/estate Claimant, and what documents must they submit to the Trust to support their authority?

An executor or administrator of the decedent’s estate or, if none has been appointed, the decedent’s successor-in-interest may act as Legal Representative for a deceased/estate Claimant. The type of document required to support a party’s authority to act as Legal Representative to a deceased/estate Claimant—including accepting any offer, signing Releases, and receiving payment—depends on the party’s relation to the Claimant, but can include the following:

(a) **Local Court Appointment.** Documents supporting that the Legal Representative has been ordered by a local court to act as the representative of a deceased Claimant. For example, a copy of a court order, letters of administration, letters testamentary, or other document issued by a court or other appropriate official and appointing the Legal Representative as personal representative, administrator, executor, or other position with authority to act on behalf of the deceased Claimant.

(b) **Successor in Interest Declaration.** A deceased Claimant’s successor in interest(s) may submit a declaration or affidavit to support the Legal Representative’s authority if no probate administration is pending or required. The affidavit must meet the requirements of Cal. Prob. Code § 377.32, including being accompanied by a copy.
of the decedent’s death certificate. The heir(s) also must submit documents supporting their relationship to the decedent.

(c) **Small Estate Affidavit.** A deceased Claimant’s legal heir(s) or other successors in interest may submit a small estate affidavit to support a Legal Representative’s authority if: (1) more than forty days have elapsed since the decedent’s death; (2) the decedent’s estate, including any awards from the Trust, does not exceed $166,250; and (3) and no probate administration is pending or required. The affidavit must meet the requirements of Cal. Prob. Code § 13101, including being accompanied by a copy of the decedent’s death certificate. The heir(s) also must submit documents supporting their relationship to the decedent.

(d) **Additional Legal Representative Proof Documents.** Additional documents may be accepted as Legal Representative Proof Documents only if the Special Master approves or as authorized by the District Court.

41. **Who may act as Legal Representative for an incapacitated adult Claimant, and what documents must they submit to the Trust to support their authority?**

A guardian or conservator or, if none has been appointed, an agent authorized in a durable or springing power of attorney agreement may act as a Legal Representative for an incapacitated adult Claimant. The type of document required to support a party’s authority to act as Legal Representative to an incapacitated adult Claimant—including accepting any offer, signing Releases, and receiving payment—depends on the party’s relation to the Claimant, but can include the following:

(a) **Local Court Appointment.** A copy of a court order, letters of guardianship, letters of conservatorship, certification, or other document issued by a court or other appropriate official and appointing the Legal Representative as guardian, conservator, curator, personal representative, or other position with authority to act on behalf of the incapacitated adult Claimant.

(b) **Durable Power of Attorney.** A durable or springing power of attorney submitted by a Legal Representative acting on behalf of an incapacitated adult Claimant.

(c) **Additional Legal Representative Proof Documents.** Additional documents may be accepted as Legal Representative Proof Documents only if the Special Master approves or as authorized by the District Court.

42. **What additional considerations apply for payment to minors and incapacitated adult Fire Victims?**

To protect their interests, the Special Master must review and approve the Claims Determinations and disbursement measures for all awards to minors and incapacitated adults before the Trust may issue payment. As part of this process, the Special Master will review the Determination Notice and claim awards after acceptance, as well as
documentation supporting the Legal Representative’s authority to act on the minor’s or incapacitated adult’s behalf.

43. **What happens if a Fire Victim submitted a Proof of Claim on or before 12/31/19 but died before submitting a Claims Questionnaire?**

If a Fire Victim submitted a Proof of Claim in the Bankruptcy Cases on or before 12/31/19 and died on or after 12/31/19, the Trust will consider his or her claims preserved and, if properly submitted by the deceased Fire Victim’s estate or survivors, will evaluate the claims for potential eligibility. You do not need to amend the Proof of Claim to substitute a Claimant’s estate or survivors to ensure eligibility for these claims. Instead, if you have not already identified a Representative Claimant for the decedent, you may add a Representative Claimant in the Edit Claimant Details section on your Portal.

44. **Who may sign the Claims Questionnaire on behalf of a business with multiple owners?**

A single owner or other duly authorized agent may sign the Claims Questionnaire on behalf of a business. The Signature section of the Claims Questionnaire contains language by which the signer declares under penalty of perjury that he/she is authorized to sign on behalf of the business.

45. **Can I amend a Claims Questionnaire or continue to upload documents to support my claim(s) after I have submitted a final claims package?**

Yes, you can amend a Claims Questionnaire and continue to upload supporting documents after submitting a claims package. The Claims Processor will lock a submitted Claims Questionnaire on the Portal once a claim proceeds to the review phase. If you would like to amend existing data or claims information that appears on a Claims Questionnaire, you can upload correspondence to the Portal reflecting your edits. If you would like to assert a new claim that does not already appear on a previously submitted Claims Questionnaire, you can complete a new Claims Questionnaire for that claim on the Portal. You will have the ability to upload documents throughout the course of the administration of the Trust.

46. **Will the Trust review all claims data and supporting documents from Claimants?**

The Trust will evaluate all Claims Questionnaires, any supporting documents that Claimants upload, and publicly available data to make award determinations.

47. **How will the Trust treat claims data that is not easily verifiable?**

The Trust will review supporting documents and request additional information if necessary. Also, each Claimant must sign the Claims Questionnaire under the penalty of perjury.
48. **How will the Trust process documentary support or Claimant-generated valuations where a modeled claim valuation already exists?**

The Trust will consider Claimant-submitted valuations. All award determinations will be based on supporting records and publicly available data.

49. **What is an audit?**

Under Section X of the Claims Resolution Procedures, the Trust audits claims to detect and prevent fraud. The Trust may randomly or selectively identify claims for audit to verify supporting documentation submitted (including death certificates, medical and other records) and request that a Claimant provide additional records or information. The Trust may deny a claim if it determines that the claim is fraudulent or a Claimant refuses or fails to respond to requests for records or information.

50. **How will the Trust determine that a claim is fraudulent?**

The Trust may determine that a claim is fraudulent if there exists any evidence of the misrepresentation, omission, or concealment of a fact material to the evaluation of the claim. A fact is material if it did affect or has the potential to affect whether the Claimant qualifies for any compensation under the Trust Agreement and Claims Resolution Procedures.

51. **Why did I receive a Notice of Audit of Claim?**

Your claim is in audit under Section X of the Claims Resolution Procedures. The Notice of Audit of Claim may list records or information you need to provide to complete the audit. Submit the records or information requested by the deadline at the top of the notice.

**IV. Real Property Claims**

52. **What is a Real Property Claim?**

Real Property Claims include claims for damage to structures on residential or commercial real property, landscaping, forestry, and other real property improvements (e.g., hardscape, fencing, retaining walls, pools, and solar panels) as a result of the Fires.

53. **Can I make a claim if I am a co-owner of the Real Property?**

Yes, a co-owner of real property can make a claim for loss/damage to real property and should provide official ownership documentation to support ownership percentage. You should also provide a list of the other co-owners.

54. **Can multiple owners submit separate claims for a single loss location?**
Yes, multiple owners can file separate claims for losses based on the same loss location if they provide ownership percentages or for certain categories such as personal property, so long as the losses do not overlap.

55. **If I was not the title owner of the property at the time of the Fire, can I still make a claim for Real Property damage?**

You can submit a claim if, since the Fire, you have received an assignment of the right to make a claim related to the damage of the property.

56. **What is considered Residential Property?**

   Residential Property means real property consisting of a dwelling that contains no more than four residential units, as well as individually owned units in a residential stock cooperative, condominium, or planned unit development and the Claimant occupies the dwelling or one of its units as their residence. This includes:

   (a) Single Family Homes  
   (b) Multi-Family Homes  
   (c) Manufactured Homes  
   (d) Mobile Homes  
   (e) Apartments  
   (f) Condominiums

57. **Can I make a claim for non-habitable structures located on my Residential Property?**

Yes, you can claim any non-habitable structures located on your residential property, other than your primary residence, that were damaged by the Fire by providing a description of the damaged structure and the cost of repair or rebuild. Examples of such structures include: detached garages, storage buildings, barns, greenhouses, and workshops.

58. **What is considered Commercial Property?**

   All real property, except for Residential Property or vacant land is considered Commercial Property.

   This includes:

   (a) Agricultural Property  
   (b) Apartment/ Condo Buildings  
   (c) Commercial Office Buildings  
   (d) Educational/ School Facilities  
   (e) Healthcare/ Medical Facilities  
   (f) Hospitality/Lodging
(g) Industrial Property
(h) Mobile Home Parks
(i) Parking Structures/ Facilities
(j) Public/ Community Facilities
(k) Retail Property
(l) Transportation/ Airplane related properties

59. **What types of documents can I provide to support my Real Property Claim?**

   (a) Verification of ownership;
   (b) Appraisals;
   (c) Tax records;
   (d) Purchase records;
   (e) Mortgage or loan documentation showing the pre-Fire condition or value of the property;
   (f) Pre-Fire and post-Fire photos or videos of the structures (interior or exterior) or other damaged areas of the property;
   (g) Architectural or engineering drawings;
   (h) Permits;
   (i) Contractor rebuild or repair estimates or invoices;
   (j) Arborist reports, timber surveys, or documents relating to landscaping;
   (k) Closing statement if the property has been sold; and
   (l) Other supporting documents within the Claimant’s possession.

60. **What documents are acceptable to verify my ownership of real property?**

    The Trust will accept official ownership documentation, such as titles, deeds, wills, etc.

61. **Can I include landscaping improvements made to my real property in my claim?**

    Yes, you can include landscaping improvements in your Real Property Claim by providing a description of the type and quantity of landscaping improvements that were damaged or destroyed. Landscaping is defined as any changes made to the property that are intended to improve its visual appearance (e.g., shrubs, flower beds, mulched areas, artificial ponds, etc.).
62. Can I include the trees and other naturally growing vegetation located on my real property in my claim?

Yes, trees, bushes and other naturally growing vegetation that is not actively landscaped fall under the category of Forestry and can be included in your claim if they are located on your property.

63. What documents can I provide to support my claim for loss and/or damages relating to landscaping improvements and forestry?

(a) Maps  
(b) Photos 
(c) Expert Reports

64. If I am a co-owner of the real property, what documents or information can I provide to prove percentage of ownership?

You can provide official ownership documentation, such as titles, deeds, wills, or other ownership documents to prove your ownership percentage.

65. What if the owner of the real property is deceased?

The executor of the deceased owner’s estate may submit a claim on behalf of the deceased owner.

66. What if the owner of the real property is a Trust?

An authorized individual may submit a claim on behalf of a Trust.

67. What if the real property was transferred to a minor under the California Uniform Transfers to Minors Act?

The Claimant must submit a driver’s license or birth certificate confirming that he or she has reached the age of majority at the time of submitting the claim.

68. What information or details should I include in my description of the damaged real property?

To the best of your ability, describe in detail:

(a) The type of real property that was lost or damaged and its condition before the Fire; 
(b) The physical damage to the real property resulting from the Fire; and  
(c) The location(s) of the loss/damage.
69. **How will the Trust calculate damages in connection with my Real Property Claim?**

Real property damages will be measured in one of two ways:

(a) the loss in fair market value to the property ("Diminution in Value"); or

(b) the reasonable costs to rebuild or repair the property ("Cost of Repair").

Whether Diminution in Value or Cost of Repair is awarded will depend on the facts of each claim.

70. **How will Diminution in Value be calculated?**

The Trust will calculate Diminution in Value by subtracting the Fair Market Value of the property immediately after the Fire from the Fair Market Value of the property immediately before the Fire.

71. **What is meant by Fair Market Value?**

Fair Market Value is the highest price estimated in terms of money which the property would bring if exposed for sale in the open market.

72. **What information or documentation should I provide to evidence a property’s Fair Market Value?**

You may provide contemporaneous appraisals, sales comparisons from immediately prior to the Fire, or expert reports.

73. **How will the Cost to Repair or Replace be determined?**

The reasonable costs to rebuild or repair the property will be determined based on:

(a) the use of the structure(s) and other improvement(s);

(b) the extent of damage to the structure(s) (e.g., burn damage versus smoke and soot damage);

(c) the square footage of structure(s);

(d) the geographic location of the property;

(e) the size of the vegetation on the property immediately before the Fire;

(f) the extent of damage to vegetation;

(g) the type of vegetation damaged; and

(h) the Fair Market Value of the property immediately before the Fire.

In addition, you may claim the value of trees lost.
74. Can I make a claim for Consequential Damages caused by the destruction of or damage to my real property?

Yes, you may make a claim for other reasonably foreseeable economic losses directly caused by the destruction of or damage to real property.

75. Can I make a claim for economic losses suffered by my business and caused by the destruction of or damage to my Commercial Property?

Yes, you may make a claim for economic losses suffered by a business as a result of the Fires, including loss of business property or inventory used to conduct business and lost profits or revenue, and can do so by making a Business Loss Claim.

76. If I operated my business out of my Residential Property, can I make a claim for economic losses suffered by my business as a result of the destruction of or damage to my Residential Property?

Yes, you may make a claim for economic losses suffered by a business as a result of the Fires, including loss of business property or inventory used to conduct business and lost profits or revenue, and can do so by making a Business Loss Claim.

77. Can I make a claim for Loss of Rental Income if I rented out all or a portion of my Residential Property?

You must assert loss of rental income from damaged or destroyed real property as a Business Loss Claim.

78. What happens if I have sold the property instead of rebuilding?

If you have sold the property that forms the basis of your claim prior to rebuilding, the Trust will determine your damage award based on Diminution of Value.

79. Will the Trust provide a value for rebuild damages before a Claimant submits a Real Property Claim?

No, the Trust will not provide a value for rebuild damage before a Claimant submits a claim. If a Claimant does not provide information regarding rebuild damages when filing a claim, the Trust will provide an estimated amount based on publicly available data as part of the initial award notice. Claimants will have the ability to respond and provide additional information.

80. Will the Trust explain the basis of each award for real property?

Yes, the Trust will provide the numerical inputs used to determine damages such as structures identified, square footage, market value, and cost of rebuild for each submitted Real Property Claim.
81. **What restoration damages will the Trust include in its calculation of the rebuild value for Real Property Claims?**

The Trust will include damages for structures and property based on publicly available data. The Trust may also include damages for the average cost of fencing, decking, and other items based on documents provided by Claimants and input from experts.

82. **How will the Trust apply the “Kelly ratio” to restoration damages for Real Property Claims?**

The Trust will review each claim on a case-by-case basis and does not expect to apply any arbitrary cap on claims.

83. **Will the Trust apply caps to damages in its evaluation of awards?**

The Trust will review each claim on a case-by-case basis and does not expect to apply any arbitrary cap on claims.

84. **How will the Trust compensate claims for minor damage to real or personal property?**

If the minor damage was not fully covered by insurance or was uninsured, the Trust will evaluate the cost of repair for that minor damage.

V. **Personal Property Claims**

85. **What is a Personal Property Claim?**

Personal Property Claims are claims for loss of or damages to property that is movable, such as household items (e.g., clothes, furniture, or tools) and automobiles, as a result of the Fires.

86. **What types of documents can I provide to support my Personal Property Claim?**

(a) List of items destroyed or damaged in the residency;
(b) Proofs of purchase;
(c) Pre-Fire and post-Fire photos;
(d) Appraisals; and
(e) Other supporting documents within the Claimant’s possession.

87. **Will the Trust require an inventory or similar documentary support to award a Personal Property Claim?**

The Trust will not require an inventory to file a Personal Property Claim. However, an inventory will allow the Trust to evaluate these damages with more precision and may result in a higher award to the Claimant.
88. **What if I do not have a detailed inventory of what was lost?**

If you are unable to provide the value of all of your lost or damaged items, the Trust will calculate the loss using a statistical model.

89. **What information or details should I include in my description or list of damaged or lost personal property?**

To the best of your ability, describe in detail:

(a) The type(s) of personal property that was damaged by the Fire;
(b) The condition of the personal property before the loss/damage occurred;
(c) The physical damage to the personal property resulting from the Fire; and
(d) The location of the personal property when the loss/damage occurred.

90. **My personal property has unique pecuniary value (e.g., custom cars, antiques, gun collections, coin collections, etc.). What documentation do I need to support my claim and how will my claim be evaluated?**

You can submit documentation evidencing the pecuniary value of your personal property such as appraisals or expert reports, which the Trust will consider when evaluating your claim.

91. **Can I make a claim for loss of or harm to my pets and animals as a result of the Fire?**

Yes, you can make a claim for the loss of or harm to pets and animals owned for personal use by including them in your Personal Property Claim. You may submit claims for livestock and animals used for agricultural and farming purposes as part of your Business Loss Claim.

### VI. Personal Income Loss Claims

92. **What is a Personal Income Loss Claim?**

Personal Income Loss Claims include claims from individuals who lost wage income as a result of the Fires, to the extent permitted by California law.

93. **Can I submit a Personal Income Loss Claim if I am the sole proprietor of a business or independent contractor?**

Sole proprietors and independent contractors should submit Personal Income Loss Claims if you do not report expenses on the Schedule Cs you file with your federal income tax returns. If you report expenses on your Schedule C for a business you own, you should submit a Business Income Loss Claim.
94. **If I own a business and the business pays me wages, can I submit a Personal Income Loss Claim for my lost wages from that business?**

Business owners cannot submit Personal Income Loss Claims for wages they lost from businesses they own if the business has a Business Loss Claim. Reductions in the compensation paid to owners of the business will be included in the Business Loss Claim.

95. **Can I submit a Personal Income Loss Claim for lost rental income?**

You should submit a Business Loss Claim, not a Personal Income Loss Claim, for lost income from the rental of real or personal property suffered as a result of the Fires.

96. **What types of documents may support my Personal Income Loss Claim?**

(a) Tax returns, including all schedules and attachments;
(b) W-2 Forms;
(c) 1099 Forms;
(d) Lease agreements or canceled rent checks;
(e) Bank account statements identifying earnings;
(f) Paycheck stubs or payroll records; and
(g) Other supporting documents within the Claimant’s possession.

97. **How will the Trust apply the economic loss rule established in the California Supreme Court’s holding in Southern California Gas Company v. The Superior Court of Los Angeles County (JCCP No. 4861)?**

The Trust will evaluate claims for income loss consistent with the Court’s holding in *Southern California Gas Company v. The Superior Court of Los Angeles County* (JCCP No. 4861) that California law does not generally place a duty of care on a defendant to protect against purely economic losses unaccompanied by injury to person or property, even where those losses are a result of defendant’s actions (the “Porter Ranch Decision”). As a result of the Porter Ranch Decision, the Trust will compensate economic losses (specifically, Business Income Loss and Personal Income Loss Claims) for Claimants who suffered either personal injury or property damage. Under this rule, if a Claimant suffered neither personal injury nor property damage, that individual would not have a compensable Business Income Loss Claim or Personal Income Loss Claim.

VII. **Business Income Loss (“BIL”) Claims**

98. **How do I satisfy the tax return requirement if I did not file a tax return for a given year or years included in the Benchmark or Loss Periods?**

A Verification of Non-filing Letter from the IRS provides proof that the IRS has no record of a filed tax return for one or more years. Individuals who did not file a tax return for a given year or years included in the Benchmark or Loss Periods can request an IRS
Verification of Non-filing Letter, free of charge, by visiting the IRS website at https://www.irs.gov/individuals/transcript-types-and-ways-to-order-them and following the instructions to request a Verification of Non-filing Letter.

99. What is a BIL Claim?

BIL Claims include claims for economic losses suffered by a business as a result of the Fires, including loss of business property or inventory used to conduct business and lost profits or revenue.

100. I co-own a business with one or more other owners. Who should submit a claim for the business?

Any authorized business representative may submit a claim for the business; however, the Claimant Name on the Claims Questionnaire must be the business name as it appears on the business’s tax returns and the Taxpayer Identification Number must be the business’s EIN. Owners of a business entity should not submit claims under their SSNs for their separate ownership interests in the business.

101. What documents must I submit in support of a BIL Claim?

All Claimants must provide the following documents in support of a BIL Claim:

(a) A completed Claims Questionnaire verified by the Claimant;

(b) Documentation from independent third-party sources to establish that the Claimant has suffered property damage or personal injury as a result of the Fire;

(c) Annual Federal Tax Returns, including all relevant Schedules and Attachments (e.g., Schedules C, E, or F for Form 1040, Schedule K-1 for Form 1065 or Form 1120S, etc.), for all calendar years included in the Benchmark Period and the Loss Period;

(d) Documentation to verify formation and ownership of the business (if applicable), such as:
   
   (1) Articles/Certificate of Incorporation/Organization
   (2) Corporate Bylaws
   (3) Operating Agreement
   (4) Corporate Resolutions
   (5) Shareholder Lists
   (6) Partnership Agreements
   (7) Other documents to establish legal ownership;

(e) Documentation to establish the nature of the Claimant’s business/industry;
(f) Documentation to establish the Claimant’s loss location(s);

(g) Documentation of insurance limits, broken down by coverage type (e.g., business interruption, business personal property, etc.) and loss location (as applicable);

(h) Documentation of insurance payments received, broken down by coverage type and loss location (as applicable);

(i) Documentation of FEMA funds received, broken down by FEMA payment category (as applicable); and

(j) Documentation of extraordinary losses, such as receipts or accounting statements documenting lost inventory, equipment/property repair, or other additional expenses associated with the Fire (as applicable).

102. What is the Benchmark Period?

This is the period of time before the Fire that serves as a baseline to establish the business claimant’s pre-Fire revenues and expenses. The Trust will use the following Benchmark Periods, to the extent the business was in operation during the applicable years:

(a) Butte Fire: 2012 – 2014
(b) North Bay Wildfires: 2014 – 2016
(c) Camp Fire: 2015 – 2017

103. What is the Loss Period?

This is the period of time after the Fire over which the Trust will base its future payment calculations for lost income as a result of the Fire. A Claimant’s Loss Period will depend on various factors, including the extent of the Claimant’s property damage and/or personal injury and other relevant facts and circumstances. At a minimum, the Loss Period for all BIL Claims will include the calendar year in which the Fire occurred and the subsequent calendar year.

104. What is individualized review?

Depending on the specific facts and circumstances, certain Claimants will be subject to a review that is more individualized and/or detailed, and the evaluation criteria applied to those BIL Claims may deviate from the standard evaluation framework.

105. What documents are required for individualized review?

In addition to the documents required to evaluate all BIL Claims, the Trust may require the following documents:
(a) Annual and monthly Profit and Loss statements, contemporaneously prepared and specifying the basis of accounting used, for the Benchmark Period, Loss Period, and any other period deemed necessary by the Trust, as well as source documentation to support and verify these financial statements;

(b) Annual Federal Tax Returns, including all relevant Schedules and Attachments (e.g., Schedules C, E, or F for Form 1040, Schedule K-1 for Form 1065 or Form 1120S, etc.), for certain calendar years preceding the standard Benchmark Period;

(c) Any existing audited financial statements for the Benchmark Period and the Loss Period;

(d) State or federal regulatory filings; and

(e) Documentation provided to the Claimant’s insurer to support insurance claims.

106. What if I do not have access to my business’s Annual Federal Tax Returns?

You can request Annual Federal Tax Return transcripts for missing years by visiting IRS.gov and filling out a Form 4506-T (Request for Copy of Tax Return).

107. What additional documentation must I submit to support a claim for lost or damaged Business Personal Property?

In addition to the documentation required for all BIL Claims, the Claimant must submit documentation of extraordinary losses, such as receipts or accounting statements documenting lost inventory, equipment/property repair, or other additional expenses associated with the Fire (as applicable).

108. What documents are acceptable to verify my ownership of Business?

(a) Articles of Incorporation
(b) Articles of Organization
(c) Certificate of Organization
(d) Bylaws
(e) Operating Agreements
(f) Corporate Resolutions
(g) Shareholder Lists
(h) Partnership Agreements
(i) Other documents to establish legal ownership

109. I operated my business out of my personal residence. Can I make a claim for economic losses suffered by my business as a result of the damage to my residence as a result of the Fire?
Yes, Business Claimants may submit Business Income Loss Claims for economic losses suffered by a business as a result of the Fire, including loss of business property or inventory used to conduct business and lost profits or revenue.

110. **Can I submit a Business Income Loss Claim for lost rental income?**

Yes, you should submit a Business Loss Claim for lost income from the rental of real or personal property suffered as a result of the Fire.

111. **Can I submit a Business Income Loss Claim if I am the sole proprietor of a business or an independent contractor?**

Yes, sole proprietors and independent contractors should submit Business Income Loss Claims if you report expenses on the Schedule Cs you file with your federal income tax returns. If you report expenses on your Schedule C for a business you own, you should submit a Business Income Loss Claim.

112. **What types of documents may support my Business Loss Claim?**

(a) Description of the business, including its mission statement;
(b) Tax returns, including all schedules or attachments;
(c) Financial statements, including profit and loss statements;
(d) Articles of Incorporation, bylaws, shareholder lists, or partnership or limited partnership agreements;
(e) Leases, deeds, titles, or other documents identifying the property owned or occupied by the business;
(f) Canceled contracts;
(g) Photos, videos, or other documentary evidence of fire damage to the Claimant’s home or business; and
(h) Other supporting documents within the Claimant’s possession.

### VIII. Other Out-of-Pocket Expenses Claims

113. **What is an Other Out-of-Pocket Expenses Claim?**

Other Out-of-Pocket Loss Claims include claims for out-of-pocket expenses that are not considered in any other Claim Type. These may include expenses for lodging, rental, security deposits, groceries, transportation costs, meals, medical and counseling expenses, and other out-of-pocket expenses as a result of the Fires.

114. **What types of documents may support my Other Out-of-Pocket Expenses Claim?**

(a) Documentation supporting a claim for additional living expenses;
(b) Medical bills;
(c) Counseling bills; and
(d) Other supporting documents within the Claimant’s possession.
IX. **Wrongful Death Claims**

115. **What are Wrongful Death Claims?**

Wrongful Death Claims allow families to recover damages relating to individuals who died as a result of the Fires. The Trustee and Claims Administrator will devise procedures ensuring a streamlined and sensitive process providing Claimants and their family members the dignity that is critical to successfully resolving claims relating to these extraordinary losses.

116. **Who may submit a Wrongful Death Claim?**

Under California law, an action for wrongful death may be asserted by any of the following persons or by the decedent’s personal representative on their behalf:

(a) The decedent’s surviving spouse, domestic partner, children, and issue of deceased children, or, if there is no surviving issue of the decedent, the persons, including the surviving spouse or domestic partner, who would be entitled to the property of the decedent by intestate succession;

(b) Whether or not qualified under (a), if they were dependent on the decedent, the putative spouse, children of the putative spouse, stepchildren, or parents; or

(c) A minor, whether or not qualified under (a) or (b), if, at the time of the decedent’s death, the minor resided for the previous 180 days in the decedent’s household and was dependent on the decedent for one-half or more of the minor’s support.

117. **Who qualifies as a “domestic partner” to submit a Wrongful Death Claim?**

A “domestic partner” is a person, who at the time of the decedent’s death, was the domestic partner of the decedent in a registered domestic partnership established in accordance with subdivision (b) of Section 297 of the California Family Code.

118. **Who qualifies as a “putative spouse” to submit a Wrongful Death Claim?**

A “putative spouse” means the surviving spouse of a void or voidable marriage who is found by a court to have believed in good faith that the marriage to the decedent was valid.

119. **What types of documents may support my Wrongful Death Claim?**

You may provide a copy of a death certificate, autopsy report or other medical records identifying the decedent’s cause of death. You should also provide medical records and/or other documents to show the decedent’s general health at the time of death. For decedents who did not die directly in or during a Fire, Claimants may be required to
submit an expert report that provides the opinion, to a reasonable degree of medical certainty, that the Fire was a substantial contributing cause of the decedent’s death. If a claim is being made for lost financial support, submit any evidence of said support and tax, employment, or other financial records reflecting the decedent’s annual income for the two years preceding his or her death. You also may provide information detailing other expenses related to the decedent’s death and explaining how the death has affected you and describing your loss of relationship, love, support, and companionship.

120. What if I do not have records showing the decedent’s general health at the time of death?

The Trust will consider the health of the decedent when evaluating a Wrongful Death Claim, and it is necessary for you to submit medical records, preferably from a primary care physician, describing the state of the decedent’s health at or near the time of the decedent’s death. If you do not have or cannot obtain records, it may be necessary for you to open a probate estate, issue a subpoena, or take other appropriate measures to obtain the records.

If you are unable to obtain records after diligent efforts, then you may provide us with:

(a) An affidavit describing your efforts to obtain the medical records; and

(b) An attestation from you or another of the decedent’s heirs regarding the decedent’s general health at the time of death.

If the information in these affidavits is sufficient, we may waive the medical records requirement and proceed with assigning an award amount to an otherwise eligible Wrongful Death Claim. We may also reach out to you if we need additional information after reviewing the affidavits.

X. Personal Injury Claims

121. What is a Personal Injury Claim?

Personal Injury Claims are claims for physical, bodily injury and any related pain and suffering and/or mental anguish resulting from the bodily injury. Personal Injury Claims may include but are not limited to the following types of bodily injuries suffered as a result of the Fires:

1. Bodily injury that involves substantial risk of death or disfigurement;
2. Injuries causing blindness or deafness;
3. Disfiguring burns; and
4. Traumatic brain injury or other brain injuries that result in permanent cognitive impairment, physical disability or mood imbalance.

122. What types of documents are required to support my Personal Injury Claim?
Claimants must submit sufficient documents, including all available medical bills and records related to the injury, identifying the type and severity of bodily injury, demonstrating the causal relationship to the Fires, and reflecting any treatment required and/or received. The following documents will be particularly helpful to support a Personal Injury Claim:

1. Medical records related to the injury, including medical records from a treating physician or healthcare provider relating to diagnosis and prognosis;

2. Medical bills related to the injury;

3. Written narratives detailing the Claimant’s injury and any mental anguish, pain and suffering, and inconvenience suffered as a result; and

4. Photos or videos depicting the Claimant’s injury.

XI. **Emotional Distress Claims**

123. What is an Emotional Distress Claim?

Emotional Distress Claims include claims for emotional distress the Claimant suffered as a result of the Fires, to the extent permitted by California law.

124. What types of claims can I submit for Emotional Distress?

These claims include the emotional distress and/or mental anguish Claimants experienced or witnessed while evacuating or sheltering-in-place as a result of the Fire. These claims also include emotional distress and/or mental anguish caused by the loss of use or substantial interference with the use or enjoyment of property and loss of cherished or irreplaceable possessions as a result of the Fire.

125. What are the minimal eligible criteria for a “Zone of Danger” Claim?

The Trust will consider Claimants to be in the Zone of Danger if they were: (a) within the Fire perimeter (b) and experienced emotional distress or mental anguish contemporaneous to the Fire, (c) while evacuating or sheltering-in-place as a result of the Fire.

126. How will the Trust determine award amounts for Zone of Danger Claims, and what evidence will the Trust accept?

The Trust will compare the experiences of similarly situated Claimants and issue award amounts based on whether a Claimant meets the criteria for one of the following tiers: Tier I (Severe Distress); Tier II (Moderate Distress); or Tier III (Mild Distress). The Trust will make these determinations by evaluating both (a) the conditions that a
Claimant encountered while evacuating or sheltering-in-place and (b) any ongoing effects from mental health conditions that the Claimant has continued to experience as a result of emotional distress or mental anguish from the Fire.

127. **What types of documents may support my Emotional Distress Claim?**

(a) A written narrative or an audio or video recording detailing the Claimant’s evacuation and impact of the Fire on the Claimant and his or her family, including impact related to the loss of property and any sentimental items in the home;

(b) Texts, emails, or social media content the Claimant created during the evacuation;

(c) Photos or videos taken during the evacuation;

(d) Pre-Fire and post-Fire photos and videos of the Claimant’s property;

(e) Records describing bodily injury or mental health counseling or treatment;

(f) Documentation of medical and counseling expenses; and

(g) Other supporting documents in the Claimant’s possession.

XII. **Attorney Representation**

128. **Do I need a lawyer to represent me?**

No, you do not need a lawyer to submit your claims to the Fire Victim Trust. If you are a Fire Victim (or are assisting a Fire Victim) who is not represented by a lawyer, the Trust may be able to offer assistance to you. You may contact the Claims Administrator by phone (1-888-664-1152) or email (info@firevictimtrust.com) for assistance with submitting your claims if you do not have a lawyer; however, the Trust will not be providing any legal advice to you.

129. **What is a Pro Se Liaison?**

The Fire Victim Trust has created a team of Pro Se Liaisons, comprised of law students, to provide free claims filing assistance to people representing themselves in submitting Fire Victim Claims. Pro Se Liaisons cannot assist with civil, criminal, bankruptcy, habeas, appeals, or any state cases, and they cannot provide representation in court or find an attorney to represent you.

130. **How can I speak with a Pro Se Liaison?**

To obtain the assistance of a Pro Se Liaison, first contact the Trust. A member of our Communications Team will review your request and send you a Pro Se Liaisons Assistance Waiver. You must complete and submit this waiver, which provides an
acknowledgment of the assistance you may receive, as well as a waiver and release of claims related to the assistance provided by a Pro Se Liaison. A completed waiver must be submitted by each household member filing a claim with the Fire Victim Trust if that household member’s claim will be discussed with the Pro Se Liaison. Once the Trust receives the completed waiver, a Pro Se Liaison will contact you to provide assistance.

131. **Can a Pro Se Liaison serve as my attorney?**

   No. Pro Se Liaisons are not attorneys and cannot provide legal advice or legal representation.

132. **Where did the Claims Administrator get information about my lawyer?**

   The Claims Administrator examined the Notice Party data from Question 4 of the Proof of Claim Form to identify the lawyer who filed the claim.

133. **Can I terminate my relationship with my lawyer?**

   You must contact your lawyer to discuss this. The Trust cannot give you legal advice.

134. **How do I tell the Claims Administrator that I have a new lawyer?**

   You and your new lawyer must complete the **Update Attorney Representation Form** available [here](#). Follow the instructions included in the form and then email a completed version to info@firevictimtrust.com.

135. **How do I tell the Claims Administrator that I do not have a lawyer?**

   You must complete the **Update Attorney Representation Form** available [here](#). Follow the instructions included in the form and then email a completed version to info@firevictimtrust.com.

136. **How can I add a Claimant to my Law Firm Portal?**

   The Fire Victim Trust relied on the Notice Party data from Question 4 of the Proof of Claim Form to identify the Claimants that appear on your Portal.

   If the Proof of Claim form for the Claimant shows your firm in Question 4 or as a signatory to the form, we will update our data and move the Claimant to your Portal. Send an email to info@firevictimtrust.com identifying the Proof of Claim Number appearing on the Prime Clerk Bankruptcy register ([here](#)) and requesting that we move this claim to your Portal.

   If the Proof of Claim Form does not show your firm as counsel, you and the firm that does appear on the Proof of Claim form must complete the **Update Attorney**
**Representation Form** available [here](#). Follow the instructions included in the form and then email a completed version to [info@firevictimtrust.com](mailto:info@firevictimtrust.com).

If more than one household presents the same Prior and New Law Firms, you can complete a single **Update Attorney Representation Form** and attach Exhibit A to the Attorney Representation Form, which is available on your Portal.

137. **How can I remove a Claimant from my Law Firm Portal?**

If your firm does not appear on the Proof of Claim form filed with Prime Clerk, send an email to [info@firevictimtrust.com](mailto:info@firevictimtrust.com) identifying the Claimant and we will remove the Claimant from your Portal after confirming that your firm does not appear on the Proof of Claim form.

If your firm does appear on the Proof of Claim form, you must complete the **Update Attorney Representation Form**, which is available on your Portal.

138. **How will the Trust evaluate attorneys’ fee requests made pursuant to California Code of Civil Procedure § 1036?**

If you are making a fee application pursuant to California Code of Civil Procedure § 1036, please note that the Trust will be advised by the principles set out in the following cases as well as Rule 1.5 of the California Rules of Professional Conduct.


**XIII. Insurance Claim Files**

139. **Why does the Trust need my insurance information?**

The PG&E Fire Victim Trust Agreement obligates the Claims Administrator to obtain information about insurance claims made by Fire Victims. To satisfy this requirement, the Trust must connect each Claimant in the FVT with a corresponding insurance claim and determine what the Claimant’s Available Insurance Recoveries are.

140. **What are Available Insurance Recoveries?**

Pursuant to Section 2.6(a) of the PG&E Fire Victim Trust Agreement, the amount of a Covered Fire Victim Claim “shall be reduced on a dollar-for-dollar basis by all insurance recoveries available to the Fire Victim on account of such damages or losses, whether or
not the Fire Victim actually made a claim against a policy of insurance for such damages or losses.” Section 2.6(b)(ii) states that in determining the amount of “Available Insurance Recoveries” for the Fire Victim, the Trustee shall consider “the available policy limits of any available policy of insurance that can reasonably be construed to provide insurance coverage for each applicable category of damages that the holder of the Covered Fire Victim Claim seeks to recover from the Trust.”

141. **How does the Trust determine the Available Insurance Recoveries?**

Determining the Available Insurance Recoveries for a typical residential total loss claim involves ascertaining limits for: (1) the dwelling, (2) enhanced dwelling replacement cost, (3) landscaping, (4) debris removal for the dwelling, (5) code upgrades, (6) other structures, (7) enhanced dwelling replacement cost, (8) contents, (9) debris removal for contents, (10) scheduled contents, and (11) additional living expenses and in some instances rental loss. The value of these insurance limits will offset a claim determination.

142. **Am I required to complete the insurance coverage and payment information in the Other Insurance Information table of the Additional Information section of the Claims Questionnaire to help the Trust determine my Available Insurance Recoveries?**

While the Other Insurance Information is not required to complete and submit a Claims Questionnaire, the Claims Administrator strongly encourages all Claimants to provide this information to ensure the most efficient and accurate evaluation of their claims. The Claims Administrator may receive some of this information directly from insurance carriers; however, it is unknown at this time whether that information will be complete. Thus, your assistance in providing insurance coverage information will help us to validate any information we receive from insurance carriers and expedite our review process.

If you do not have your insurance information readily available while submitting your claim, you can still submit your Claims Questionnaire without providing it.

143. **What is the Stipulated Confidentiality and Protective Order and Agreement on the Production of Certain Insurance Information? Where can I get a copy?**

The Bankruptcy Court approved a process for using insurance information for administering Fire Victim Claims. A complete description of the insurance Claims Files process is included in the Stipulated Confidentiality and Protective Order and Agreement on the Production of Certain Insurance Information [Docket No. 6597]. The Court entered an Order approving this stipulation on April 3, 2020 [Docket No. 6622]. Click here for a copy of the stipulation.

144. **What are insurance Claim Files?**
The Claims Administrator has received or will receive insurance Claim Files from your insurance carrier. These contain insurance coverage, claims, and payment information related to Fire Victim Claims arising from the 2015 Butte Fire, 2017 North Bay Fires, and 2018 Camp Fire, as required in Section 2.6 of the PG&E Fire Victim Trust Agreement. The Claims Administrator will consider these documents when reviewing your claim.

145. **How do I access my insurance Claim File?**

After receiving an insurance Claim File, the Claims Administrator will make it available on your Portal. After logging into your Portal, click the Insurance Claim Files option on the left navigation menu to access your Claim File. From this screen, you can review the document and take any action, as described in the Stipulated Confidentiality and Protective Order and Agreement on the Production of Certain Insurance Information (available [here](#)).

146. **Am I required to complete the insurance coverage and payment information in the Other Insurance Information table of the Additional Information section of the Claims Questionnaire?**

While the Other Insurance Information is not required to complete and submit a Claims Questionnaire, the Claims Administrator strongly encourages all Claimants to provide this information to ensure the most efficient and accurate evaluation of their claims. The Claims Administrator may receive some of this information directly from insurance carriers; however, it is unknown at this time whether that information will be complete. Thus, your assistance in providing insurance coverage information will help us to validate any information we receive from insurance carriers and expedite our review process.

**XIV. Medical Liens**

147. **What is a medical lien?**

A medical lien occurs when a healthcare insurer/payor (such as Medicare, Medicaid, the Department of Veterans Affairs, and/or others) pays for medical items, services, and/or prescription drugs related to your personal injury and/or emotional distress and/or mental anguish claim(s). Medical liens are sometimes called “healthcare liens.” If you receive a Determination Notice advising that you are eligible for compensation and have an Approved Claim for personal injury, emotional distress, or wrongful death, the healthcare insurer/payor may be entitled to reimbursement (that is, be paid back) for its payments out of your award. This right applies only to medical expenses or services related to your claim. For example, if you received an award for smoke inhalation, medical expenses for treating your smoke inhalation may be subject to a medical lien, but medical expenses for an unrelated sprained ankle would not.
There are many different types of medical liens (including those asserted by Medicare A/B, Medicare C/D, Medicaid, TRICARE, VA, Indian Health Services, and Private Healthcare Insurers for certain plans) where, under the Fire Victim Trust Agreement and Claims Resolution Procedures, there is a legal obligation to withhold payment.

148. Do medical liens have to be resolved out of my award?

Yes. The Claims Resolution Procedures require the Trustee to define procedures to identify, resolve, and satisfy certain governmental medical liens by applicable law. The Claims Administrator may hold back some or all of your award until the medical liens asserted against your award have been resolved. The withheld funds will be used to repay valid medical liens, and any amounts leftover will be paid to you.

While you are ultimately responsible for the payment of all medical or other applicable liens, the Trustee and Claims Administrator have appointed a Lien Resolution Administrator to resolve liens asserted by governmental and other health plans until proof of consideration or satisfaction of the recovery right.

The Trust will withhold from the first pro rata payments 25% of any payable amounts for Emotional Distress Claims or Personal Injury Claims. These are the two claim types that could be subject to medical liens, and we need to withhold that amount to make sure we satisfy any Claimant’s potential reimbursement obligations. We will continue to work with Claimants or their lawyers, if represented, to determine the final reimbursement amounts, if any. If we determine there are no medical liens or the medical liens (Medicare, Medi-Cal, PLRP, self-reported) are resolved and there are withheld funds remaining, we will pay that money to the Claimant as soon as practicable. If the reimbursement obligation exceeds the withheld amount, the Trust will withhold the additional amount from the Claimant’s second pro rata payment.

For Claimants who opted out of the Private Lien Resolution Program or who choose to resolve directly a lien asserted by a non-participating plan, and received medical treatment for injuries on the submitted claim, the Trust will withhold 100% of any awards for Emotional Distress or Personal Injury Claims until we receive sufficient proof of satisfaction and discharge of the lien. When the final lien amount is determined, the Trust will use the withheld funds to pay the lienholder and pay the Claimant any remaining funds.

149. Who is the Lien Resolution Administrator?

The Trustee and Claims Administrator appointed Wolf Garretson and BrownGreer PLC to serve as Lien Resolution Administrator and perform the healthcare administration tasks for the Trust.

150. What are the procedures for identifying medical liens?
The Lien Resolution Administrator will work with Medicare and Medi-Cal (California Medicaid) to identify whether a Claimant who qualifies for an award based on personal injury, emotional distress, or wrongful death is (or ever was) a Medicare (Part A and B) or Medi-Cal beneficiary. Also, Part XI of the Claims Questionnaire requires you to identify any other insurers that covered your medical treatment related to your Personal Injury, Emotional Distress, or Wrongful Death Claim(s). Those insurers include, but are not limited to, TRICARE, the Department of Veteran Affairs, Indian Health Services, and private healthcare plans.

151. Can I resolve my own medical lien (without assistance from the Lien Resolution Administrator)?

The Lien Resolution Administrator was appointed to ensure the satisfaction and discharge of medical liens. If you (or your lawyer, if you are represented) resolve a medical lien related to your claim, send copies of your communications with the lienholder, including confirmation of the final lien amount, to the Claims Administrator by one of the following methods:

(a) **Email:** By email to info@firevictimtrust.com;

(b) **Facsimile:** By facsimile to (804) 521-7299, ATTN: LRA;

(c) **Mail:** By mail to Fire Victim Trust, P.O. Box 25936, Richmond, VA 23260, ATTN: LRAs; or

(d) **Delivery:** By overnight carrier to Fire Victim Trust, c/o BrownGreer PLC, 250 Rocketts Way, Richmond, VA 23231, ATTN: LRA.

The Claims Administrator will verify the final lien amount before releasing your award.

152. What types of Fire Victim Trust Claims could be subject to medical liens?

Any claim based on personal injuries, emotional distress, or wrongful death could be subject to medical liens.

153. I only submitted a claim for real and personal property damage. Will I be subject to medical liens?

Healthcare insurers’ recovery rights are limited to injury-related treatment and care. If you did not suffer a personal injury or emotional distress that required treatment or care, then you will not have a medical lien.

154. I only submitted a claim for personal income loss (lost wages). Will I be subject to medical liens?
Healthcare insurers’ recovery rights are limited to injury-related treatment and care. If you did not suffer a personal injury or emotional distress that required treatment or care, then you will not have a medical lien.

155. I filed a claim for a family member. Will it be subject to medical liens?

That depends. If your family member’s claim is based on personal injury, emotional distress, or wrongful death, it could be subject to medical liens.

156. What happens if I do not resolve my medical liens?

If medical liens are not properly resolved, your health plan could stop paying for your medical bills or stop providing you with other benefits. A healthcare insurer’s right to place a lien on your award may be protected by law. This obligates you to work with the insurers to resolve any liens claimed against your award.

157. How do I know if there is a medical lien against me?

The Lien Resolution Administrator will send you specific notices depending on the type of medical lien. These notices will identify the lienholder, the lien amount, and—depending on the lienholder—whether there are options to resolve or dispute the lien. The Claims Administrator will hold back funds from your award for the medical lien. After liens with holdback amounts are resolved, the Claims Administrator will pay the lienholder the final lien amount and pay any remaining funds to you. Keep in mind that a holdback amount for medical liens does not necessarily mean that a valid lien exists. The Lien Resolution Administrator is responsible for verifying whether you are or were entitled to benefits under certain health insurance programs such as the Medicare Program and the Medicaid Program.

158. How do I dispute the amount of a medical lien?

The Lien Resolution Administrator will send you a notice that includes the final lien amounts that will be paid from your award to your healthcare insurers. In that notice, the Lien Resolution Administrator will provide any options and instructions about how to dispute the amounts.

159. What if I identify a medical insurer on my Claims Questionnaire?

The Claims Questionnaire asks you to provide information about medical insurance used to cover any treatments for injuries related to your claim. Depending on the type of claim you make and the Claims Administrator’s determination, the insurance information you provide may be used to contact and give notice to the insurer. If you do not provide the Claims Administrator with enough information to contact the insurer or the insurer does not provide the Claims Administrator with the information it needs, you are responsible for resolving the potential lien.
160. **I received a notice from my healthcare insurer saying that it may have a lien against me. What should I do?**

If you have not previously provided the notice to the Claims Administrator, send the notice and any accompanying information, along with your Claimant ID, name, and contact information, to the Claims Administrator by one of the following methods:

(a) **Email:** By email to info@firevictimtrust.com;

(b) **Facsimile:** By facsimile to (804) 521-7299, ATTN: LRA;

(c) **Mail:** By mail to Fire Victim Trust, P.O. Box 25936, Richmond, VA 23260, ATTN: LRAs; or

(d) **Delivery:** By overnight carrier to Fire Victim Trust, c/o BrownGreer PLC, 250 Rockets Way, Richmond, VA 23231, ATTN: LRA.

161. **I have medical coverage through Medicare. What should I do?**

The Lien Resolution Administrator is already working directly with Medicare to resolve Medicare Part A and Part B Liens. After you qualify for an award based on personal injury, emotional distress, or wrongful death, the Lien Resolution Administrator determines if you are (or ever were) a Medicare beneficiary. If so, the Lien Resolution Administrator calculates a holdback amount and automatically resolves any Medicare liens for you.

If the Lien Resolution Administrator needs anything from you to resolve a Medicare Lien, it will contact you. If you (or your lawyer, if you are represented) receive any type of correspondence from Medicare regarding a lien, forward it to the Claims Administrator as soon as possible by one of the following methods:

(a) **Email:** By email to info@firevictimtrust.com;

(b) **Facsimile:** By facsimile to (804) 521-7299, ATTN: LRA;

(c) **Mail:** By mail to Fire Victim Trust, P.O. Box 25936, Richmond, VA 23260, ATTN: LRAs; or

(d) **Delivery:** By overnight carrier to Fire Victim Trust, c/o BrownGreer PLC, 250 Rockets Way, Richmond, VA 23231, ATTN: LRA.

In the meantime, you do not need to do anything about Medicare.

162. **What about Medicare Part C and D Liens?**
Part XI of the Claims Questionnaire requires you to identify any private healthcare insurance plan (including Medicare Part C and D plans) that covered your medical treatment related to your Personal Injury, Emotional Distress, or Wrongful Death Claim(s). The Lien Resolution Administrator will use this information to resolve any liens that may be claimed by the Medicare Part C or Part D Program Sponsor in connection with your award.

If you receive notice of a potential lien from a Medicare Part C or Part D Program Sponsor, forward it to the Claims Administrator as soon as possible by one of the following methods:

(a) Email: By email to info@firevictimtrust.com;

(b) Facsimile: By facsimile to (804) 521-7299, ATTN: LRA;

(c) Mail: By mail to Fire Victim Trust, P.O. Box 25936, Richmond, VA 23260, ATTN: LRAs; or

(d) Delivery: By overnight carrier to Fire Victim Trust, c/o BrownGreer PLC, 250 Rocketts Way, Richmond, VA 23231, ATTN: LRA.

The notice will help the Lien Resolution Administrator address your lien.

*Reminder: Medicare Part C Program Sponsors (also known as “Medicare Advantage Plans”) are private health insurers that contract with Medicare to provide the same services as traditional Medicare Parts A and B. Medicare Part D Program Sponsors are private health insurers that contract with Medicare to provide supplemental prescription drug coverage.

163. I have medical coverage through Medicaid. What should I do?

The Lien Resolution Administrator is already working directly with Medi-Cal (California’s Medicaid Program) to resolve Medi-Cal Liens. When you qualify for an award based on personal injury, emotional distress, or wrongful death, the Lien Resolution Administrator determines if you are (or ever were) a Medi-Cal beneficiary. If so, the Lien Resolution Administrator determines if Medi-Cal has paid for any treatments related to your claim. The Lien Resolution Administrator will review Medi-Cal’s expenses to make sure they apply only to treatments related to your claim and nothing else. When the Lien Resolution Administrator determines the final lien amount, it is paid to the agency from your award.

Part XI of the Claims Questionnaire asks you to identify any state other than California that you’ve lived in since the Fire. If you disclose an additional state of residence, the Lien Resolution Administrator will reach out to that state’s Medicaid program to determine if you are (or ever were) a Medicaid beneficiary. If so, the Lien Resolution
Administrator will resolve the lien consistent with the process described above for Medi-Cal.

*Reminder: Medicaid provides medical coverage for individuals and families with limited resources. Each state and territory has its own Medicaid Program, and each one is different. If you have lived in more than one state, you may have received benefits from more than one Medicaid agency. If so, each state’s agency must be contacted to determine if you are or have been a Medicaid beneficiary in that state.

164. I (or my spouse) served in the military, so I have medical coverage through TRICARE or the Department of Veteran Affairs. What should I do?

If you have or had medical coverage through either TRICARE or the Department of Veterans Affairs* (“VA”), and if the agency paid for or provided medical treatment related to your claim, then the agency may have a right to be reimbursed for the payments it made.

You must include all TRICARE or VA coverage information on Part XI of the Claims Questionnaire. The Lien Resolution Administrator will use this information to resolve any lien that may be claimed by TRICARE or the VA in connection with your award. If the Lien Resolution Administrator needs anything else from you to resolve a military lien, it will contact you.

* Reminder: TRICARE and the VA are governmental benefit programs that provide medical coverage or treatment for eligible military members and their families.

165. I have medical coverage through the Department of Indian Health Services. What should I do?

If you have or had medical coverage through Indian Health Services* (“IHS”), and if IHS paid for medical treatment related to your claim, then the agency may have a right to be reimbursed for the payments it made.

You must include all IHS coverage on Part XI of the Claims Questionnaire. The Lien Resolution Administrator will use this information to resolve any lien that may be claimed by IHS in connection with your award. If the Lien Resolution Administrator needs anything else from you to resolve an IHS Lien, it will contact you.

* Reminder: IHS is a federal agency that provides medical services for American Indians and Alaska Natives.

166. I have a private medical insurance plan. Can they claim a lien on my award?

Private insurance plans do not usually carry an obligation to withhold payment of settlement funds, like awards. However, most private insurance* plan documents (such as a contract or a plan booklet) contain provisions that require you to notify the insurer...
of any illness or injury that can be attributed to a third party. When this happens, and if you receive compensation from the third party, the insurer may demand repayment from that compensation. If you fail to comply with these provisions in your insurance plan, the company can take action against you later or deny future benefits.

Part XI of the Claims Questionnaire asks you to identify any private healthcare insurance plan that covered your medical treatment related to your Personal Injury, Emotional Distress, or Wrongful Death Claim(s). The Lien Resolution Administrator will use this information to resolve any liens claimed by the private healthcare insurer in connection with your award.

If you receive notice of a potential lien from a private healthcare insurer, forward it to the Claims Administrator as soon as possible by one of the following methods:

(a) **Email:** By email to info@firevictimtrust.com;

(b) **Facsimile:** By facsimile to (804) 521-7299, ATTN: LRA;

(c) **Mail:** By mail to Fire Victim Trust, P.O. Box 25936, Richmond, VA 23260, ATTN: LRAs; or

(d) **Delivery:** By overnight carrier to Fire Victim Trust, c/o BrownGreer PLC, 250 Rocketts Way, Richmond, VA 23231, ATTN: LRA.

The notice will help the Lien Resolution Administrator address your lien.

* Reminder: Private health insurance coverage is offered through private, non-governmental entities. Private insurance policies are commonly referred to as insurance “plans.” Examples of private healthcare insurance include coverage provided by your (or a family member’s) employer or that you purchased from an insurance company. Private insurance plans often refer to the policy holder as a “subscriber” or “plan member.”

**XV. Non-Medical Liens**

167. What is a lien?

A lien is a legal right through which someone claims a legal obligation to withhold payment from an award. The person or entity claiming the lien is called a lienholder.

168. What non-medical liens will the Claims Administrator pay out of an award?

The Claims Administrator will need to address the following kinds of non-medical liens asserted by lienholders:
(a) **Attorney Liens.** An Attorney Lien is a lien for an attorney’s fees and costs for work that the lawyer performed in connection with representing a Claimant at the time of filing its Proof of Claim in the Chapter 11 Cases or at any time thereafter in connection with the Claimant’s Fire Victim Trust Claim(s).

(b) **Other Liens**, which include:

1. **Child Support Liens.** These are liens from a federal or state child support agency for unpaid child support arrears.

2. **Tax Liens.** These are liens from a federal, state, or local tax agency for unpaid tax obligations.

3. **Judgment Liens.** These are liens for a debt based on a contract, business, loan, or any other debt enforced in a final judgment entered by a federal or state court.

4. **UCC-1 Perfected Security Interest Liens.** These are liens evidenced by a UCC-1 filing and a security agreement granting a security interest in general intangibles, payment intangibles, or the proceeds of a Fire Victim Trust Claim.

169. Are there any debts that the Claims Administrator will not pay?

The Claims Administrator will not pay claims for debts owed by anyone other than the Claimant, including those against a Claimant’s lawyer.

170. How does a lienholder notify the Trust of an Attorney’s Lien or other non-medical lien?

Lienholders should notify us of a lien by one of the following methods:

(a) **Email:** By email to NonMedicalLiens@firevictimtrust.com.

(b) **Facsimile:** By facsimile to (804) 521-7299, ATTN: FVT Liens.

(c) **Mail:** By mail to Fire Victim Trust, P.O. Box 25936, Richmond, VA 23260, ATTN: FVT Liens.

(d) **Delivery:** By overnight carrier to Fire Victim Trust, c/o BrownGreer PLC, 250 Rockets Way, Richmond, VA 23231, ATTN: FVT Liens.

Child support agencies can provide a mass Income Withholding Order to the Claims Administrator, accompanied by a data file with the name and Tax Identification Number of the persons who owe child support debts in the respective state to provide notice of Child Support Liens.

If you are the Claimant’s current lawyer and believe that lien payments may interfere with recovery of your attorney’s fees and costs, you must assert a lien for attorney’s fees...
and costs before the Claims Administrator begins the process to pay the affected Claimant.

171. **What information is required to assert an Attorney Lien or Other Lien?**

A lienholder must submit the following information to the Claims Administrator:

(a) Sufficient information to identify the Claimant who is alleged to owe the debt (such as the Claimant’s full name or business name, Social Security Number, Taxpayer Identification Number, Foreign Identification Number, Date of Birth, or Claimant ID);

(b) The amount of the debt owed; and

(c) Documentary proof that the Claimant owes a debt to the party asserting the lien and there is a legal obligation to withhold payment. The documentary proof for each lien type is:

(1) **Attorney Liens**: Written notice of an Attorney Lien provided to the Claims Administrator by one of the specified methods; a copy of the attorney’s retainer agreement signed by the Claimant; and, if the assertion includes costs in addition to fees, the attorney must give us the dollar amount of those costs.

(2) **Child Support Liens**: An individual Income Withholding Order, a Notice of Income Assignment, or a substantially similar document from the appropriate federal or state child support agency or court establishing the current child support debt.

(3) **Tax Liens**: A Notice of Levy, a Notice of Freeze, or a substantially similar document from the federal, state, or local tax agency establishing the current amount of the tax debt.

(4) **Judgment Liens**: A copy of a file-stamped final judgment establishing the debt under applicable federal or state law.

(5) **UCC-1 Perfected Security Interest Liens**: A copy of a security agreement signed by the Claimant in which the Claimant grants the lienholder a security interest in the Claimant’s general intangibles, payment intangibles, or the proceeds of a Fire Victim Trust Claim; and a copy of a UCC-1 Financing Statement with evidence of filing with the appropriate office.

The Claims Administrator reviews the information and sends the lienholder an email or a letter to acknowledge receipt of the assertion, confirm the lienholder’s contact information, and inform the lienholder if further information or documentation about the lien is required.
To honor the lien, the Claims Administrator must receive complete Claimant-identifying information and documentary proof before it begins processing an award. Failure to timely submit the information and documentation will result in the waiver of the lienholder’s right to assert a lien against the award.

172. What happens after a lienholder submits the required information and documents for a valid lien?

The Claims Administrator will place a hold on an appropriate portion of any payment(s) that may be made to the affected Claimant.

173. How does a Claimant know whether there is an Attorney Lien or Other Lien against it?

The Claims Administrator will issue a Notice of Lien for each lien asserted against an award along with copies of the supporting documents from the lienholder after the Claimant submits a Claims Questionnaire. The Claimant will be asked to respond to the notice either to consent to or dispute the lien.

*Note for Attorneys:* If you are a Claimant’s current lawyer and believe that lien payments may interfere with recovery of your attorney’s fees and costs, you must assert a lien for attorney’s fees and costs before the Claims Administrator begins the process to pay the affected Claimant.

Additionally, the attachment to the Claimant’s Notice of Approved Claim will list all liens received as of the date of the notice where funds have been deducted or held back from the award, the lienholder’s name, and the amount deducted or held back for the lien. The Claimant will receive a notice including any additional amount deducted or held back from the award for liens asserted after the date of the Notice of Approved Claim.

A “Deduction for Finalized Lien” shows the amount of money that the Claims Administrator will pay to the lienholder for a lien that has been resolved. The amount the Claims Administrator must deduct from the award to pay an Attorney Lien is based on the contract or agreement the Claimant signed with that lawyer.

A “Holdback for Pending Lien” shows the amount of money the Claims Administrator is holding back from the payment for a lien that has not been resolved. After liens with holdback amounts are resolved, the Claims Administrator will pay the lienholder the final lien amount and pay any remaining funds that were held back to the Claimant. The amount the Claims Administrator must deduct from the award to pay an Attorney Lien is based on the contract or agreement the Claimant signed with that lawyer.

174. How does a Claimant respond to the Notice of Lien?

The Notice of Lien requires that the Claimant tell the Claims Administrator by email, fax, mail, or overnight delivery whether it consents to or disputes the lien. If the Claimant
does not respond by the deadline listed at the top of the Notice of Lien, the Claims Administrator will treat it as a disputed lien. The lienholder does not have to respond to the Notice of Lien.

175. What happens if the Claimants disputes a lien?

The Claims Administrator will issue the Claimant and the lienholder a Notice of Duty to Resolve Lien Dispute with instructions that the parties must resolve the dispute between themselves. The notice will explain that the Claims Administrator will withhold enough money to pay the lien, to the extent funds are available, until the dispute is resolved.

176. Who resolves disputes over Attorney Liens and Other Liens?

Neither the Trustee, the Claims Administrator, nor the Claims Processor participate in the resolution of lien disputes. The parties must resolve the dispute between themselves. If the Claimant disputes or fails to consent to an Attorney Lien or Other Lien, the Claims Administrator withholds an amount sufficient to satisfy the lien, to the extent funds are available, until it receives either (1) notice of satisfaction and discharge of the lien from the lienholder; (2) a written agreement signed by both parties specifying the distribution of the withheld funds; or (3) a copy of a final decision from the applicable federal or state agency or court determining the amount, if any, to be paid to the lienholder.

177. How will the withheld funds for an Attorney Lien or Other Lien be paid after a lien dispute is resolved?

The Claims Administrator will disburse the withheld funds in accordance with the written agreement or the final decision.

178. How and when is an Attorney Lien or Other Lien paid?

If a Claimant consents to the lien, the Claims Administrator will deduct the lien amount from the award and will pay the lien amount to the lienholder.

If a Claimant disputes the lien, the Claims Administrator will hold the lien amount until one of the following things happens:

(a) The Claims Administrator receives notice of satisfaction and discharge of the lien from the lienholder;

(b) The Claims Administrator receives a signed, written agreement from the Claimant and the lienholder telling the Claims Administrator how to pay the withheld money; or

(c) The Claims Administrator receives a copy of a final decision from the applicable federal or state agency or court determining the current amount of the lien to be paid.
**179. Will a Claimant be notified when the Claims Administrator pays an Attorney Lien or Other Lien?**

The Claims Administrator will issue a Notice of Lien Payment to the Claimant. The notice will include the date of the lien payment, the lienholder, and the amount of the payment.

**180. Whom do I contact with questions about Attorney Liens and Other Liens?**

Contact the Claims Administrator by email to NonMedicalLiens@firevictimtrust.com.

**XVI. Private Lien Resolution Program Agreement**

**181. What is the Private Lien Resolution Program ("PLRP")?**

The Lien Resolution Administrator reached an agreement with the Rawlings Group to resolve Medicare Part C and private health insurance Liens for two types of Claimants:

(a) **Exempt:** Claimants who are found by the Claims Administrator to have received no treatment or limited treatment for an injury. The Rawlings Group and its clients will NOT pursue recovery from any Claimant in this group, meaning there will be no associated repayment obligations or holdbacks.

(b) **Non-Exempt:** Claimants who are found by the Claims Administrator to have received more than two distinct healthcare evaluations or office visits for an injury. The Claims Administrator will share necessary information with the Rawlings Group to identify and resolve applicable medical liens.

**182. Are Non-Exempt Claimants required to participate in the PLRP?**

No. Any Non-Exempt Claimant who does not want to participate in the PLRP must opt out of the PLRP. To opt out, Claimants (or their lawyers, if represented) must email the Claims Administrator with the names and Claimant IDs of those individuals who wish to opt out of the PLRP no later than February 22, 2021.

For Claimants who opted out of the Private Lien Resolution Program or who choose to resolve directly a lien asserted by a non-participating plan, and received medical treatment for injuries on the submitted claim, the Trust will withhold 100% of any awards for Emotional Distress or Personal Injury Claims until we receive sufficient proof of satisfaction and discharge of the lien. When the final lien amount is determined, the Trust will use the withheld funds to pay the lienholder and pay the Claimant any remaining funds.

**183. What happens if I do not opt out of the PLRP?**
The Rawlings Group and the Claims Administrator will work together to determine the amount of injury-related healthcare paid by your health plan. The Rawlings Group will provide the Claims Administrator with any insurance claims related to your injuries, and the Claims Administrator will review those insurance claims to confirm that they are related to your compensable injuries. After the Claims Administrator completes this audit of the insurance claims provided by the Rawlings Group, the Claims Administrator will apply approved reductions to lower your repayment obligations. You (or your lawyer, if you are represented) will have an opportunity to approve or appeal the final repayment amount.

184. **What approved reductions will the Claims Administrator apply to repayment obligations under the PLRP?**

After the Claims Administrator’s audit of the insurance claims asserted by your health plan, your repayment obligation will be reduced by 40%. For example, if the plans participating in the PLRP provide $12,000 in insurance claims related to your injuries, of which only $10,000 is confirmed by the Claims Administrator to be related to your compensable injuries, the $10,000 will be reduced by 40%, down to $6,000. This reduced amount also cannot exceed the lien cap set by the PLRP.

185. **What lien caps are set by the PLRP?**

The PLRP includes caps to limit the amount that will be repaid from any individual Claimant’s award. All PLRP liens will be satisfied from only the portion of the Claimant’s awards for Emotional Distress, Personal Injury, and Wrongful Death, and not from any other economic-based claims and awards. After deducting any amounts paid by the Claimant to other governmental lienholders, a Claimant’s liens will never exceed:

(a) 25% of the gross award for Medicare Part C plans; or
(b) 22.5% of the gross award for private and other plan types.

186. **Am I responsible for paying the costs associated with resolving my medical liens through the PLRP?**

No. There will be no direct costs to you for the assistance and expertise provided by the Claims Administrator and Lien Resolution Administrator to administer the PLRP.

187. **What happens if I opt out of the PLRP?**

You (or your lawyer, if you are represented) will be responsible for obtaining either a final lien amount or confirmation that the private health insurer has no interest in your settlement funds. The Claims Administrator will hold back funds on any Emotional Distress, Personal Injury, or Wrongful Death award until you or your lawyer submits sufficient proof that any reimbursement interest from the insurers disclosed in the Claims Questionnaire has been resolved.
188. What if I have medical expenses covered by a health insurance plan that is not part of the PLRP, Medicare, or Medi-Cal?

If you claimed an injury that required treatment and your insurer disclosed in the Claims Questionnaire is not a participating plan in the PLRP, Medicare, Medi-Cal, or other governmental payor, then any potential recovery right will be resolved by the Lien Resolution Administrator with that insurer’s subrogation department. You have a right to opt out of lien resolution for non-participating insurer plans and resolve the liens directly. If you choose this option, the Claims Administrator will hold back funds on any Emotional Distress, Personal Injury, or Wrongful Death award until you or your lawyer submits sufficient proof that any reimbursement interest from the non-participating insurer has been resolved.

XVII. Preliminary Payments

189. What is a Preliminary Payment?

A Preliminary Payment is an advanced payment of up to $25,000 that the Trust will issue to Claimants to help address the extreme hardships they are facing as a result of the pandemic and the recent and ongoing wildfires.

190. Who is eligible to receive a Preliminary Payment?

To be eligible for a Preliminary Payment from the Trust, a Claimant must: (1) have a claim related to an Included Fire; (2) have timely filed a Proof of Claim (i.e., have filed a Proof of Claim with the Bankruptcy Court by December 31, 2019); (3) submit a Claims Questionnaire containing as much information as is currently available about applicable real and personal property, personal injury, wrongful death and other claimed damages; and (4) satisfy other eligibility criteria.

191. How do I apply to receive a Preliminary Payment?

There is no separate application process for a Preliminary Payment. Rather, to be considered for a Preliminary Payment, you must have signed under penalty of perjury and submitted a Claims Questionnaire. The Claims Questionnaire does not need to be completed in full; however, it must contain as much information as is currently available about applicable real and personal property, personal injury, wrongful death, and other claimed damages.

192. What are the eligibility requirements for a Preliminary Payment?

The Claims Administrator, in coordination with the Claims Processor and other Trust Professionals, will review all signed and submitted Claims Questionnaires to determine if they contain as much information as is currently available about applicable real and personal property, personal injury, wrongful death, and other claimed damages. The
Claims Administrator will then estimate the probable final claim value of the submitted claim(s), analyzing information including but not limited to:

(a) The contents of the Claims Questionnaire and all supporting documents;

(b) Publicly available real estate, construction cost, and personal property replacement cost data; and

(c) Offsets for fire and casualty insurance policy limits, FEMA payments, and Wildfire Assistance Program payments.

After the Claims Administrator and Trust professionals complete their review confirming compliance with eligibility requirements, the Trustee may authorize a Preliminary Payment of up to $25,000.

193. **What information and supporting documents do I need to provide to receive a Preliminary Payment?**

To be considered for a Preliminary Payment, you must have signed under penalty of perjury and submitted a Claims Questionnaire. The Claims Questionnaire does not need to be completed in full; however, it must contain as much information as is currently available about applicable real and personal property, personal injury, wrongful death, and other claimed damages.

You are not required to provide any supporting documents to receive a Preliminary Payment; however, the Trust will evaluate supporting documents that you submit with your Claims Questionnaire to estimate the probable final value of your claim(s) to determine whether you are eligible for a Preliminary Payment.

194. **What is the award amount for Preliminary Payments?**

The Trust will authorize Preliminary Payments of up to $25,000. The precise Preliminary Payment amount will be determined on a case-by-case basis, depending on: (1) the contents of a Claims Questionnaire and all supporting documents; (2) publicly available real estate, construction cost, and personal property replacement cost data; and (3) offsets for fire and casualty insurance policy limits, FEMA payments, and Wildfire Assistance Program payments.

195. **If the Trustee and Claims Administrator determine that I am eligible for a Preliminary Payment of $25,000, will I receive that amount for each claim reflected on my Claims Questionnaire?**

The Trustee may authorize Preliminary Payments of up to $25,000. You will not receive more than that amount, regardless of the number of claims that you have identified on a signed and submitted Claims Questionnaire.
196. **If I submitted a Real Property Claim as a co-owner of a property and am eligible for a Preliminary Payment, will I and each co-owner receive $25,000, or will the Trust allocate that amount among all co-owners?**

If the Trustee determines that a Real Property Claim is eligible for a Preliminary Payment, the Trust will allocate the Preliminary Payment among all co-owners of the property, according to their individual ownership percentages.

197. **If I receive a Preliminary Payment of less than $25,000 and submit additional claims or supporting documents, will the Trust consider issuing a true-up payment to me for the remaining amount?**

The Trustee intends for Preliminary Payments to be one-time disbursements to help Claimants address the extreme hardships they are facing as a result of the pandemic and the recent and ongoing wildfires while the Trust is processing claims to final determinations. Preliminary Payment determinations are not appealable. For these reasons, no, the Trust will not consider issuing true-up payments to Claimants who receive a Preliminary Payment of less than $25,000.

198. **Will the Trust notify me if I am eligible for a Preliminary Payment?**

Yes. The Trust will issue a Notice of Preliminary Payment informing you, or your lawyer, if you are represented, of the Preliminary Payment amount. The notice will be informational-only, advising you of the forthcoming payment.

199. **Can I appeal a Preliminary Payment determination?**

No, the determination is not appealable.

200. **Will the Preliminary Payment be offset from the final value of my claim?**

Yes. If you receive a Preliminary Payment, it will be credited against and offset from the value of your Approved Claim(s).

201. **When will the Trust begin issuing Preliminary Payments?**

The Trust will issue Preliminary Payments on an ongoing basis, starting by November 23, 2020. The Trust will disburse these payments to the primary law firm of represented Claimants and will distribute awards to *pro se* Claimants directly to each Claimant.

202. **Do I need to sign a Release before receiving a Preliminary Payment?**

While the issuance of Preliminary Payments does not change the Release requirements provided in the Fire Victim Trust Agreement and Claims Resolution Procedures, you are not required to submit an executed Release before receiving a Preliminary Payment.
XVIII. Payments - Generally

203. As a Claimant, will my award be issued to my lawyer or directly to me?

If you are represented by a lawyer and entitled to an award, the Trust will issue your payment to your law firm. Your law firm will then pay funds to you according to whatever representation agreement you have in place.

If you are not represented by a lawyer, the Trust will issue your payment directly to you, in accordance with the payment instructions you provided on your Payment Election Form.

204. What documents are required for a law firm to receive payment from the Trust?

Each law firm is required to submit a Payment Election Form (“PEF”) and a W-9 Form through the Portal. The law firm’s authorized designee should use the Law Firm’s information to complete the PEF and W-9 Form. Law firms must also submit W-9 Forms for Claimants who are eligible for certain Claim Types and circumstances. A list of claims and circumstances that require Claimants to submit W-9 Forms will be posted soon.

205. By what methods can a law firm choose to receive payment from the Trust?

Law firms can elect to receive payments by ACH Electronic Payment or check.

206. What documents are required for an unrepresented Claimant to receive payment from the Trust?

Each unrepresented Claimant entitled to an award is required to submit a Payment Election Form (“PEF”) through the Portal. Each Claimant entitled to an award must submit its own PEF. Some Claimants must also submit W-9 Forms to receive payment for certain Claim Types and circumstances. A list of claims and circumstances that require Claimants to submit W-9 Forms will be posted soon.

207. By what methods can an unrepresented Claimant choose to receive payment from the Trust?

All unrepresented Claimants can receive payments by ACH Electronic Payment or check. In addition, unrepresented Claimants who are classified as an Individual can also receive payments by Zelle®.

208. What is Zelle®?

Zelle® is a payment app that allows you to send and receive money from your mobile device. You may access Zelle through your bank’s website and mobile app (if offered) or through the Zelle app linked to your debit card. To set up a Zelle account, contact your
bank or financial institution. If you select the Zelle payment option, you agree to be bound by the Zelle Network® User Service Agreement. If you select payment by Zelle, you must sign up for Zelle via the Zelle app or website before the Fire Victim Trust issues the payment. Check with your bank or financial institution for any payment or credit limitations that may prevent the Zelle payment from being sent to you successfully.

209. What do I have to give the Fire Victim Trust to receive money with Zelle®?

All you need to give the Fire Victim Trust is your email address or U.S. mobile number—whichever you used to register with Zelle. The Payment Election Form section on your Portal includes step-by-step instructions on how to register with Zelle.

210. Is a Fire Victim Trust payment a taxable payment?

We are not in a position to provide guidance about the tax consequences of payments from the Fire Victim Trust. We suggest that Claimants consult with their tax advisors about such questions.

211. Are Fire Victim Trust payments exempt from being treated as income for state or federal benefit program?

We are not in a position to provide guidance about tax or eligibility implications of payments from the Fire Victim Trust. We suggest that Claimants speak with a tax advisor or representative from the state or federal benefits group for more information about their specific situations.

212. Will the Trust issue a Form 1099 to me for payments that I receive from the Trust?

If you are represented by an attorney, the Trust will issue a Form 1099 to your law firm for your total award amount, regardless of which Claim Types your award represents, for all Preliminary Payments and Pro Rata payments upon Final Determinations made within the given tax year. If you are not represented by an attorney, the Trust will issue the Form 1099 directly to you to the extent the underlying award(s) are potentially subject to IRS reporting requirements. It is your responsibility to make appropriate disclosures when and where necessary to the IRS and/or state taxing authorities. If you have questions about your potential tax obligations, you should consult with your tax advisor, CPA, or tax preparer.

213. Does the Trust have a procedure in place for an individual law firm to establish and receive payments through a qualified settlement fund (QSF)?

Yes. If an individual law firm determines it would like to establish a qualified settlement fund on an individual firm basis for Fire Victim Claimants, some of who may be minors or adult persons with a disability, that law firm must following the procedures outlined in [this will be a hyperlink to the Order, which will be posted on the public website] Special Master Order No. 1: Procedure for Filing Qualified Settlement Fund Motions.
soon]. The Procedure for Filing Qualified Settlement Fund Motions, available on the Law Firm Portal, provides additional guidance and detail on this subject.

XIX. **Timeline for Processing Claims for Pro Rata Payments**

214. **What are the requirements to receive a pro rata payment?**

For a Claimant to receive a pro rata payment, the Claimant must have:

(a) Submitted a signed Claims Questionnaire advancing at least one eligible Claim Type;

(b) Submitted supporting documents establishing the validity of the claims described in the Claims Questionnaire (To the extent that a submitted Claims Questionnaire contains any deficient claims, the Claimants identified on that Claims Questionnaire cannot receive a Determination Notice or a pro rata payment until the deficiency is cured);

(c) Received a Determination Notice indicating that the Trust has evaluated the claims in question and found at least one to be eligible for an Approved Claim Amount; and

(d) Affirmatively accepted the Approved Claim Amount in the Determination Notice by responding to that notice on the Portal.

The Claimant (or the Claimant’s law firm, if represented) must have provided payment instructions using the Trust’s Payment Election Form, together with a signed Form W-9.

215. **What is a Notice of Deficient Claim?**

In reviewing each submitted Claims Questionnaire, the Claims Administrator will evaluate all supporting documents provided by the Claimant. If a claim is missing documents or information required for the Trust to evaluate the claim, the Claims Processor will issue a Notice of Deficient Claim to explain what is required to substantiate the claim in question. For example, each Real and Personal Property Claim must include documentation detailing any insurance policy applicable to the property that is the subject of the claim, because without that information the Claims Administrator cannot determine the value of the Real and Personal Property Claim.

The Claims Processor will begin issuing Notices of Deficient Claims no later than 1/31/21 and will continue doing so as necessary until all claims are adjudicated. Claimants may receive separate Notices of Deficient Claims for each Claim Type asserted on a Claims Questionnaire. To aid Claimants and their attorneys in anticipating and resolving deficiencies, the Claims Administrator will publish documents on the Fire Victim Trust Portal enumerating the document requirements for each Claim Type and describing common documentary deficiencies associated with Wrongful Death, Physical Injury, Real Property, Zone of Danger, and Nuisance Claims.
216. What is a Determination Notice?

After completing its review of every Claim Type included in a submitted Claims Questionnaire and confirming that there are no deficiencies, the Trust will issue a Determination Notice. If the Claims Administrator finds that there are eligible claims, the Determination Notice will include a lump sum amount representing the aggregate value of all claims included in that Claims Questionnaire (the “Approved Claim Amount”).

The Determination Notice will address all claims included in a single Claims Questionnaire. For example, if the Claims Questionnaire included a Real and Personal Property Claim, two Zone of Danger Claims, and two Nuisance Claims, the Determination Notice will provide a lump sum award amount for all five claims collectively. For this reason, the Trust will only issue a Determination Notice after all claims included in a Claims Questionnaire have been reviewed, evaluated, and adjudicated. To the extent that any one claim is incomplete or otherwise unable to be processed, the Trust will not be able to issue a Determination Notice on any of the associated Claims included on the Claims Questionnaire until the Claimant has been notified of the deficiency and given time to cure.

The Claims Processor will begin issuing Determination Notices on 2/15/21. Not every Claimant will receive a Determination Notice on 2/15/21. This date marks the beginning of a process that will continue until all claims are adjudicated. As described in FAQ 190, Claimants who have submitted at least one claim that is deficient or otherwise unable to be processed cannot receive a Determination Notice until those issues have been addressed.

If the Claimant receives a Determination Notice and chooses to accept the Approved Claim Amount, that will become the final determination of the claims included in the corresponding Claims Questionnaire. If the Claimant does not wish to accept the Approved Claim Amount, the Claimant will have the opportunity to request reconsideration of the submission and upload additional supporting documents.

217. When will the Trust start issuing pro rata payments?

The Trust will begin issuing pro rata payments on 3/15/21. From that date forward for the foreseeable future, the Trust will disburse pro rata payments to eligible Claimants on the 15th and the last day of each month. Claimants who do not receive a pro rata payment on 3/15/21 may qualify in a future disbursement cycle. Claimants and attorneys should understand that the payments that take place on 3/15/21 are the first in an ongoing payment process that will continue for the foreseeable future, until all claims are resolved.
218. **How will the Trust make initial payments to Claimants?**

The Fire Victim Trust is a limited fund; therefore, payments to eligible claimants must be made in installments. The Trust will follow the pro rata method required by the Fire Victim Trust Agreement for calculating the payment percentage associated with each Approved Claim Amount accepted by the Claimant. This means that Claimants will receive payments in pro rata installments as determined safe and reasonable by the Trustee and the Claims Administrator. Based on the information currently available, the Claims Administrator plans to begin distributing pro rata payments to eligible claimants on 3/15/21. *Not every Claimant will receive a pro rata payment on 3/15/21.* There are several conditions that Claimants must meet before they can receive a pro rata payment, as described in FAQ 190. Claimants who do not qualify for a pro rata payment on 3/15/21 may receive a payment in the future. While the Trust will begin to issue pro rata payments on 3/15/21, payments will continue on a regular schedule from that date forward.

219. **What is the timeline for adjudication of all claims?**

There are numerous factors that affect the Trust’s ability to adjudicate claims, many of which are outside of the Claims Administrator’s control. The Claims Administrator is working with great urgency to eliminate all impediments to the processing and payment of claims, while still adhering to the requirements of the Trust Agreement. This includes efforts to obtain insurance information necessary to adjudicate claims, coordination with government entities to provide inputs required for claim valuation, the establishment of claim review protocols that will ensure the fair treatment of every Claimant, and the evaluation of thousands of claims as they are submitted to the Trust. At this time the Claims Administrator cannot provide a specific date by which a Claimant will receive a Notice of Claim Deficiency or a Determination Notice. The Claims Administrator will remain committed to the swiftest possible adjudication of claims and the release of funds to qualifying fire victims in accordance with the requirements of the Fire Victim Trust Agreement.