

Protect Your Claim by Safeguarding Personal and Financial Information

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The Hermit's Peak/Calf Canyon Claims Office reminds you to be vigilant in protecting your personal and financial information. You should be aware of red flags that may indicate fraud and what to do if they suspect fraud. If you suspect that a request for personal or financial information is fraudulent, call your Navigator or the Claims Office Helpline before providing any personal information.

Common Forms of Fraud

Fraud can occur at any time, and imposters can take on many forms. It is important to recognize the signs of fraud to help safeguard your personal and financial information. Online, phone, and in-person fraud all rely on an individual sharing information about themselves, either knowingly or unknowingly, with someone they believe they can trust. Three common forms of fraud to be wary of include:

- **Online:** Receiving an email which intends to deceive the recipient into revealing personal, financial, or otherwise compromising data.
- **Phone:** Receiving a phone call from an individual claiming to represent you, the FEMA Claims Office, or your community, and requesting personal or financial information from you.
- **In-person:** Being approached in-person by an individual claiming to be someone they are not to receive personal or financial information from you.

Best Practices to Prevent Fraud:

Individuals can protect themselves from fraud. The list below outlines best practices for reducing the likelihood of fraud.

- **Never share private information with unverified individuals.** The Claims Office will not contact you unless you have called the agency first or submitted



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a paperwork to begin the claims process. Always verify individuals from the Claims Office have an official FEMA email address (ending in @FEMA.dhs.gov).

- **Never give money to anyone claiming to represent the Claims Office or FEMA Disaster Assistance.** Do not trust anyone who offers claim or disaster assistance in exchange for money or personal information. If someone says you must pay them, place a deposit, or share credit or debit card information to access FEMA services, this is fraud.
- **Verify proof of employment.** Unless requested by the claimant, FEMA staff or contractors will not come to your property or work with you in person. If an individual claiming to represent FEMA comes to your property without being requested, ask to see their FEMA identification badge with a photograph.
- **Avoid disclosing sensitive information.** FEMA representatives will ask for Social Security and bank account numbers when you start a claim. Be cautious when giving out this information outside an official setting. Bad actors may pose as government officials, aid workers or insurance company employees and solicit this information by email or phone.

What To Do if You Suspect Fraud or Have Concerns:

If you receive a phone call, text, email, or in-person visit from someone who claims to work for FEMA and who requests personal or financial information, or if you have any suspicion of fraud, please do the following:

- Call the Claims Office Helpline: 505-995-7133.
- Call your claims navigator.
- Request email verification from the individual contacting you. Their email address should end in: @FEMA.dhs.gov. *Note: bad faith actors will often create a domain that looks like the entity they are impersonating. Be vigilant.*

Once again, do not share any personal or financial information with individuals not assigned to work on your claim.

Anyone impacted by the Hermit's Peak/Calf Canyon Fire and subsequent flooding is encouraged to start a claim with the Hermit's Peak/Calf Canyon Claims Office if they haven't already. **The deadline to submit a Notice of Loss is November 14, 2024, per the Hermit's Peak/Calf Canyon Fire.**



For information and updates regarding the Claims Office, please visit the Hermit's Peak/Calf Canyon Claims Office website at fema.gov/hermits-peak. For information in Spanish, visit fema.gov/es/hermits-peak. You can also follow our Facebook page and turn notifications on to stay up to date about the claims process, upcoming deadlines and other program announcements at facebook.com/HermitsPeakCalfCanyonClaimsOffice.



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