

## **FACT SHEET: CLAIMS AND PROCEDURES FOR THE DEEPWATER HORIZON INCIDENT**

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BP takes responsibility for responding to the Deepwater Horizon oil spill. We will clean it up. BP has established a robust process to manage claims resulting from the Deepwater Horizon incident.

BP will pay all necessary and appropriate clean-up costs.

BP is committed to pay legitimate and objectively verifiable claims for other loss and damage caused by the spill - this may include claims for assessment, mitigation and clean up of spilled oil, real and property damage caused by the oil, personal injury caused by the spill, commercial losses including loss of earnings/profit and other losses as contemplated by applicable laws and regulations.

### **Claims Line for Deepwater Horizon Incident Claims**

BP has established a Claims Line for oil spill-related claims. The toll-free number for the Claims Line is 1-800-440-0858. The line is available 24 hours a day, 7 days a week.

- Personnel at the Claims Line will provide each caller with information on how to submit a claim.
- Each claim will be assigned to an adjuster and the claim will be promptly investigated and evaluated.
- Larger and more complex claims may require additional investigation and documentation prior to evaluation and resolution.
- BP will pay resolved claims promptly.