



National Incident Commander  
Deepwater Horizon Response

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5115  
8 June, 2010

Dr. Anthony Hayward  
Group Chief Executive  
BP  
1 St. James's Square  
London SW1Y 4PD  
United Kingdom

Dear Dr. Hayward:

The BP Deepwater Horizon oil spill is having a devastating impact on the environment and the economy of the Gulf Coast states and their communities. As one of the responsible parties for this event, BP is accountable to the American public for the economic loss caused by the spill and related events. I recognize that you have accepted responsibility for the spill and that you are committed to paying all related expenses. At the same time, the Federal Government and our State partners need to ensure that all affected individuals, families, and businesses receive just and timely reimbursement for their economic damages. As you know, we asked to meet with your senior claims team and appreciate that we will sit down this Wednesday for an ongoing conversation. We need complete, ongoing transparency into BP's claims process including detailed information on how claims are being evaluated, how payment amounts are being calculated, and how quickly claims are being processed. To that end, I am directing that you provide the National Incident Command (NIC) and appropriate representatives of the State governments with information we need to meet our responsibilities to our citizens.

To date, BP has provided public statements on claims eligibility and summary data on claims processing. However, we need additional information to assess how well the process is meeting the critical needs of individuals, families, and businesses whose livelihoods are being impacted by the spill. The NIC and our State counterparts have made several requests for additional information which we have not received. Through the National Pollution Funds Center (NPFC), we requested access to the BP claims database with personally identifiable information removed (specific data and field requests attached). In order to be able to monitor the status of individual claims, this request includes unique identifiers like the claim number and last 4 digits of social security numbers to assist with monitoring amounts and timing of claims payments. Access to this level of detail is critical to informing the public as to how BP is meeting its obligations as a responsible corporation. I expect a response from BP on this critical issue as soon as possible.

At the June 9, 2010 meeting we plan to discuss ongoing concerns related to delayed processing time for large loss claims, claims pending with no action taken, payment calculations for individual loss of income claims (particularly for seasonal workers), translation of claims

material, and accessibility for the hearing impaired. Additionally, we would like more information about BP's plan for continuing to pay monthly loss of income claims, the mediation program BP is putting in place, and BP's placement of claims coordinators in each state and how these liaisons will engage with local officials.

I have appointed Tracy Wareing, Lead for the Integrated Services Team within the National Incident Command, to oversee the claims process and the provision of human services and economic assistance. Ms. Wareing will be joining me at the June 9, 2010 meeting. Please identify a senior official to work with Ms. Wareing as well as with senior representatives from the impacted States to provide increased visibility into the claims methodology and process.

The Federal Government and the public expects BP's claims process to fully address the needs of impacted individuals and businesses. We need more detail and openness from BP to fulfill our oversight responsibilities to the American people and ensure that you are meeting your commitment to restore the Gulf Coast. I appreciate your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Allen', with a long horizontal line extending to the right.

Admiral Chad Allen  
National Incident Commander

cc: Secretary Janet Napolitano  
Lamar McKay, Chairman and President, BP America  
Darryl Willis, Claims Operations, BP

**Attachment:**

Claims Data

## Claims Data

**BP's claims database access, with personally identifiable information removed, including the following fields:**

- Customer Identification number/Claim Number
- Last 4 digits of the social security number
- Tax Identification number
- Type of claimant (individual/business/government(level))
- State
- County/Parish
- Date of claim
- Date claimant contacted by adjustor
- Date documentation received from claimant
- Date claim was adjudicated
- Individual or Commercial
- Claim Type (Bodily Injury, Loss of Income, Property Damage)
- Claim Factor (Oyster Harvester, Rental Property, Boat)
- Claim status (open/closed)
- Claim payment status (fully paid/denied/receiving continuing payments)
- Check(s) disbursed date
- Check(s) amount
- Payment sequence number (first check claimant received, second check claimant received, etc.)
- Date claim was denied

**Types of claims statistical information by State, County/Parish, and claim type:**

- Claims that received partial payment where additional payments are expected (example: loss of income compensation paid on a monthly basis) by the date the claim was opened
- Open claims that have received no payments or are awaiting adjudication by the date the claim was opened
- Denied claims by the date the claim was opened
- Claims that have been fully paid by the date the claim was opened (example: property damage clean-up)
- Average number of days from date of filing to date first payment
- Average age of open claims with no payments to date
- Average number of days from date of filing to date of closure
- Overall amount unsettled (open with an unpaid amount) and amount requested by the claimant (sum certain)
- Claims by open date of claims first payment, then subsequent time between payments
- Loss period (may be multiple loss periods per claim whether by week, month, etc) and the amount of money unpaid/unsettled per loss period broken down