

HOW TO FILE A CLAIM

The following general information explains the process of filing a claim against the City of Dallas:

- Accurately complete the "Notice of Claim" form describing in detail the incident causing your claim.
- Estimate the amount of your damages.
- Within three working days after receiving your claim , a claim adjuster will contact you to discuss the facts of your claim. Also, by mail, you will receive written confirmation of receipt of your claim.
- The assigned claim adjuster investigating your claim will contact the City department involved in the incident. This process is necessary to fully determine the facts of the claim.
- Most claims are usually resolved within a month. However, some claims may require additional time to conclude depending on the complexity of the facts.