

STEP 1
DETECTION

Release suspected

STEP 2
CONFIRMATION

Is release confirmed?

NO
Owner/Operator of tank must investigate release within 7 days

STEP 3
NOTIFICATION

YES
Contact USTIF Claims Unit @ 800-595-9887 within 60 days

YES
Has release been confirmed by investigation results?

STEP 4
ADJUSTER ASSIGNED

USTIF assigns claim number and appoints an adjuster who sends a letter requesting detailed information from Owner/Operator

NO
No further action required

STEP 5
ELIGIBILITY DETERMINATION

Is claimant truly the Owner/Operator of tank?
Are all USTIF fees paid?
Or, is tank registered (unless certain heating tanks)?

NO
Claim not eligible

STEP 6
ELIGIBILITY NOTICE

YES
Eligibility letter sent by USTIF Owner/Operator with notice of \$5,000 deductible per tank and proration (if any). Reasonable and necessary corrective action costs can be recovered.

Claim denial letter sent by USTIF to Owner/Operator with rights to appeal