

## Sierrita Dust Incident 2018

### New Claims-Handling Process Effective November 19, 2018

To help ensure the Green Valley community continues to receive prompt and careful handling of claims involving the October dust events, Freeport-McMoRan has retained the services of Sedgwick, a third-party administrator, to assist in processing future claims starting November 19, 2018.

Since the dust events on October 6, 7 and 11, Sierrita Freeport-McMoRan employees have been taking calls, scheduling cleanings and gathering reimbursement forms from affected neighbors.

To date, the team has managed over 750 contacts through calls and emails. We have responded to approximately 443 homeowners who were impacted by the dust by either scheduling cleanings and/or gathering information for reimbursement for cleaning services..

We are committed to ensuring a smooth transition and are confident Sedgwick will continue to manage the remaining claims in the same thoughtful and caring manner as our Freeport-McMoRan employees.

While we will continue to be engaged with Sedgwick and the claims-handling process, effective November 19, 2018:

- All new claims from residents for dust cleanup will be processed by calling **Sedgwick's Reporting Number (855) 209-3685**. Sedgwick will respond within 24 hours. However the upcoming Thanksgiving holiday may cause delays next week.
- The cleaning requests below will be managed through Sedgwick using the associated vendors:
  - HVAC – Oasis, Green Valley Heating and Cooling
  - Exterior – Crystal Clear, Eric's Cleaning
  - Interior – Executive Management Services (only through Dec. 15), Crystal Clear
  - Solar – Palmer Pro Services

Questions or concerns can be directed to our 24-hour community information line at 520-393-4426 or 866-717-7030.

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