



November 06, 2024
Claims Office News Desk: (505) 995-7035
MA 030
ClaimsOffice@fema.dhs.gov

Media Advisory

Hermit's Peak/Calf Canyon Claims Offices Closed Monday Nov. 11 for Veterans Day

Santa Fe, NM – The Hermit's Peak/Calf Canyon Claims Offices in Mora, Las Vegas and Santa Fe will be closed on Monday, Nov. 11, in observance of Veterans Day.

The offices will be open during their regular Saturday hours, from 9:00 a.m. to noon, on Saturday, Nov. 9.

The Claims Office Helpline will also be closed for Veterans Day on Nov. 11. The public is encouraged to leave a voice message on the Helpline at (505) 995-7133, and the calls will be returned during regular business hours after the holiday. The Helpline's normal hours are 7:30 a.m. to 5 p.m. MT, Monday through Thursday. Hours, locations and other information for Claims Offices can be found at <https://www.fema.gov/disaster/current/hermits-peak/contact-us>.

Those impacted by the Hermit's Peak/Calf Canyon Fire, subsequent flooding and other cascading effects have 44 days to start a claim before the Dec. 20, 2024 deadline. It's important that everyone in Mora and San Miguel counties who were affected by the fire to file a Notice of Loss now to begin the process. No other paperwork is required to take this first vital step.

The law provides that compensation through the Claims Office is not taxable income and will not affect eligibility for other federal benefits, including Social Security or the Supplemental Nutrition Assistance Program (SNAP). Contact a tax professional for specific tax-related questions. Questions and concerns can also be addressed by calling your navigator or the Helpline at 505-995-7133.

###

The mission of the Claims Office is to compensate claimants through a simple, fast and fair claims process.