



CITY OF FLORENCE Claims Filing Procedures

Claims against the City of Florence for loss or damage of property or injury may be filed in person at the City Clerk's Office located in the Municipal Building at 110 West College Street or by mailing the claim form and any attachments to: Sherry Hines, City Clerk's Office, City of Florence, P.O. Box 98, Florence, AL 35631-0098 or you may fax your claim information to the City Clerk's Office, attention Sherry Hines, at 256-760-6635. **PLEASE DO NOT E-MAIL CLAIM FORMS.**

A claim form may be obtained from the City Clerk's Office or may be downloaded and printed from the City of Florence Insurance Department web site address:
http://www.florenceal.org/City_Departments/Insurance/index.html

The claimant will need to complete and sign the claim form providing the following information:

- Name of claimant
- Claimant's address
- A telephone number or numbers at which the claimant may be reached during normal business hours
- The date and location of the incident or damage
- The City Department(s) involved
- A description of the incident or damage (Please provide as much detail as possible.)
- Estimated amount of damages or injury
- The claimant's signature and date of the claim

Only the information above is required to file a claim. But please keep in mind that time must be allowed for the City to investigate all claims to determine its liability. To help us process the claim more rapidly, please provide as much information as possible when filing claims. Names of persons or city employees, locations and addresses, descriptions of vehicles or equipment, and names of city departments involved can all be helpful. Also any attachment(s) that may be helpful in addressing the claim (police reports, receipts, estimates, etc.) may be included at the time a claim is filed. However, do not wait to obtain attachments or documents that are not readily available. It's best to file as soon as possible with as much information as is currently available, than to wait for additional information that can be submitted later.

Once your claim is filed, the City will conduct an investigation of the incident to determine the extent of its liability if any. We may contact you and request additional information to aid us in the investigation or the settling of the claim. If you acquire additional information after filing your claim that you feel could be helpful to the City's decision making process, you may submit that information to the City Clerk's office and it will be included in your claim information. We will notify you as soon as our investigation is completed and a decision has been made.

Thank you for your patience and understanding in this claims process.