**Claim Submittal FAQs**

**Effective August 1, 2019 DEQ will accept electronic filing of reimbursement applications via email.**

1. **How can I file a Claim electronically?**
* Subject Line must reference the PC Number and Phase including any applicable Subphase.
* Must state in the submittal email that you are presenting the attached PDF and eAAF Cost Worksheet as the application and validate the authenticity of the signature(s) on the form(s).
* When acting as an agent the Consultant has an LPOA or similar document

**Claim Submittal Statements Examples**

* When the RP/Claimant submits the claim directly:

“Attached please find the original reimbursement application for PC [insert number], [insert phase] that contains my signature.”

* When the claim is submitted by the RP/Claimant’s Consultant:

“Attached please find the original reimbursement application for PC [insert number], [insert phase] that contains my client’s signature.”

* When the claim is submitted by the RP/Claimant’s Consultant acting as an agent:

“Attached please find the original reimbursement application for PC [insert number], [insert phase] that contains my signature as agent for my client.”

1. **What formats do the claim applications need to be in?**
* Claim forms and all support documents should be PDFs or similar
* The [eAAF Cost Worksheet](https://www.deq.virginia.gov/Programs/LandProtectionRevitalization/PetroleumProgram/Reimbursement/eAAF.aspx) must be used for filing the reimbursement claim via Email. It must be submitted as an Excel document, just like the eAAF submitted to the region the eAAF cost worksheet must remain in the Excel format.
1. **How many claim applications can be submitted in a single Email?**
* Each claim for a phase or Subphase must be submitted individually.
1. **What email address do I send claims to?**
* Send the completed claim application package to claim.decision@deq.virginia.gov
1. **How do I file a Claim if I do not use the eAAF or eAAF Cost Worksheet (Excel documents)?**
* The claim must be submitted via USPS or an overnight delivery service.
* All forms must have original signatures.