



April 16, 2020

Dear Elizabeth Resident;



*Serving
the City of
Charlotte,
Mecklenburg
County
and the
Charlotte-
Mecklenburg
Schools*

The City of Charlotte Risk Management Division manages claims that are submitted to the City of Charlotte. If you have been impacted by the development of the Gold Line Extension Construction and wish to file a claim against the City, please submit a written claim to The City of Charlotte Risk Management Division by mailing the attached claims form to Risk Management, 301 S. McDowell Street or preferably by email at claims@charlottenc.gov. Please complete the claim form in its entirety to expedite the process.

Upon Risk Management's receipt of the completed claim form, you will receive a letter of acknowledgement. However, an investigation must be conducted into the claim before a final decision on liability and/or payment(s) will be made. This process can take six (6) weeks or longer depending upon the claim. Please forward, if any, all supporting documents along with the completed claim form.

The City is obligated to pay claims for which the City of Charlotte is liable, if in our investigation a third-party contractor is responsible, Risk Management will communicate the process of filing a claim with the third-party contractor and facilitate the initial contact.

Providing a structural engineer to evaluate property damage will be examined on a case by case basis. If you have any questions regarding a submitted claim, please contact Tammy Wroblewski, Claims and Litigation Manager at 704-634-2053.

If you have any additional concerns, you may contact me at 704-336-4142.

Regards,

Betty Coulter
Chief Risk Manager
City of Charlotte Finance Department

