



FREQUENTLY ASKED QUESTIONS REGARDING THE CLAIMS PROCESS

- **Where do I get a liability claim form?**

Download [Claim for Damages to Person or Property Form](#) on the Risk Manager's page or pick a form up at the City Clerk's Office, located at 1243 National City Boulevard, National City, CA 91950. The City Clerk's telephone number is (619) 336-4228. Claim forms can also be requested from the Risk Manager at (619) 336-4370. You may request that a claim form be mailed, faxed or emailed to you.

- **Does it cost me anything to file a claim?**

There is no cost associated with the filing of a claim.

- **How long do I have to file a claim?**

Claims against the City are subject to the provisions of the California Government Code, sections 900-915.4. Most claims must be submitted to the City Clerk within 6 months of the date of the event or incident giving rise to the injury, loss or damage. Certain types of claims may be filed within one year of the date of the event or incident. In addition, the Government Code sets out certain exceptions to the 6 months statute of limitations. If you aren't sure whether or not you fall within one of the exceptions, you should contact an attorney. City staff members are prohibited from providing legal advice.

- **What information should I send in with my claim form?**

You should provide any information you believe will support your claim, for example, photographs, receipts, estimates or diagrams. Please keep copies of any documents you submit as submissions will not be returned.

- **Can I fax or email the completed claim form to the City Clerk, instead of mailing or dropping it off?**

The claimant's original signature must appear on the claim form. Faxed claim forms will be accepted provided they are signed; signed claim forms which are emailed must be sent as a PDF or similar attachment.

- **What happens to the claim after I submit it?**

After your claim is received by the City Clerk, it is forwarded to the Risk Manager for investigation as to liability and damages. Most claims are processed within 45 days, pursuant to the provisions of the California Government Code, although it depends on the nature of the claim. If the Risk Manager has questions, you will be contacted. If not, your claim will be reviewed and a determination whether to approve or deny it will be made. Either way, the decision will be confirmed in a letter to you.

- **What is my next step if my claim is denied?**

When a claim is denied, the claimant is provided a written response which outlines the remedies allowed by State law.

- **Is the City responsible for claims that happen on the Trolley or a City bus?**

Both the San Diego Trolley and San Diego Transit are under the jurisdiction of the Metropolitan Transit System. To file a claim against either of these two entities, contact Public Transit Customer Service at (619) 238-0100.