



## ORANGE COUNTY FIRE AUTHORITY RISK MANAGEMENT

### General Liability Claims

All claims for damages must be filed with the Orange County Fire Authority (OCFA) and must conform to government claim requirements as established by the Government Code Sections 911.2 and 915. Government Code section 911.2 states that most claims for damages against a public entity must be filed within six months of accrual of the cause of action. Government Code section 915 addresses the method of delivery of the claim to the public entity.

To obtain a "Claim for Damages to Person or Property" form and instructions for filing a claim:

- Download the [claim form](#) and [instructions](#), or
- Call (714) 573-6830 to request a claim form be mailed or faxed to you, or
- Pick up a claim form during regular business hours (8:00 a.m. – 5:00 p.m.) Monday through Friday (excluding holidays) at the office of the Clerk of the Authority located on the second floor of the Orange County Fire Authority at 1 Fire Authority Road, Irvine, California 92602.
- Download information about Government Code Sections [911.2](#) and [915](#).

### *Most Frequently Asked Questions:*

#### **How do I submit a liability claim?**

Obtain a claim form using one of the three options stated above. Fill out the form and sign and date it. Attach receipts and/or estimates if you have them. Attach any other pertinent documentation such as photographs. Mail the form and attachments to:

Orange County Fire Authority  
Clerk of the Authority  
P.O. Box 57115  
Irvine, CA 92619-7115

#### **Can I personally deliver the claim form?**

You may personally deliver the claim form at the following address:

Orange County Fire Authority  
Clerk of the Authority  
1 Fire Authority Road  
Second Floor, Suite AW 209B  
Irvine, CA 92602

- Click this [link](#) for a map and directions to OCFA.

**Can I fax or E-mail the claim form?**

No. All claims must be filed with the Clerk of the Authority by mail or by personal delivery at the addresses listed above.

**Where do I serve a lawsuit?**

Orange County Fire Authority  
Clerk of the Authority  
1 Fire Authority Road  
2<sup>nd</sup> Floor, Suite AW 209B  
Irvine, CA 92602

**If I have a question about my claim, whom do I call?**

For questions concerning a claim that has been filed with the OCFA, please contact Risk Management at (714) 573-6830.

**What is the next step after OCFA receives my claim?**

Once a claim is received at OCFA a letter is sent to the claimant to advise that the claim is being reviewed. Five business days later a notification will be sent to the claimant to advise that the claim has either been accepted or rejected and that the claim has been forwarded to OCFA's insurance third party administrator (TPA) for further action. The contact information for the TPA will be provided in the letter. The claimant will then have six months from the date of the notification to file a court action on the claim.

**How long does it take for a claim to be resolved?**

Investigation and resolution of most claims by the TPA will take approximately 45 days. A complex situation may require more time to complete the investigation of the claim and reach resolution.

**What if my claim was filed late?**

Most claims must be filed within six months of the date of the incident. Claims filed late however, must include an explanation for the delay. This explanation is called an "application for leave to present a late claim." Government Code Section 911.6 lists legally acceptable reasons for filing a late claim. Click this [link](#) to download information on Government Code section 911.6.

**Can I interview an OCFA employee about a response to an incident I was involved in?**

All requests to interview OCFA employees about a response to an incident require a subpoena. Subpoenas must be directed to the OCFA Clerk of the Authority at 1 Fire Authority Road, 2<sup>nd</sup> Floor, Suite AW 209B, Irvine, CA 92602. The telephone number for the Clerk of the Authority is (714) 573-6040.

THIS IS NOT INTENDED TO CONSTITUTE LEGAL ADVICE. IF YOU HAVE QUESTIONS ABOUT YOUR LEGAL RIGHTS OR OBLIGATIONS, PLEASE CONTACT AN ATTORNEY.