

Public Survey Regarding Camp Fire Claims

This survey is part of a multi-step process the County of Butte is undertaking to understand the status of claims and payments resulting from Camp Fire losses and the overall fairness of the private claims process being used. Survey responses will help the County better understand the concerns of claimants, and determine whether any particular concerns are widely held.

Responding to this survey is voluntary and we are requesting one survey be completed per household. There are 54 questions total within three categories (Personal, Business and Minors), you only need to answer those applicable to your household. The survey should take approximately 4 minutes to complete. If you do not have Camp Fire claims, please do not complete the survey. The survey asks for no personal identifying information and is anonymous.

The County's next step will be to present the results to the Board of Supervisors. At that time, the results of the survey will be aggregated into a table form by question and made available to the public on the Butte County web site: www.buttecounty.net.

1. Do you have a Personal Claim?

Yes

No (if not, skip to question 15)

2. Have you received a preliminary payment related to your personal claim?

Yes

No

3. Have you received a determination letter related to your personal claim?

Yes

No

4. If applicable, have you received a determination letter related to the loss of one or more rental properties?

Yes

No

Not applicable

5. Have you received your first payment of your determination letter related to your personal claim?

Yes

No (if not, skip to question 6)

6. If yes, did you receive 45% or other %?

- 45%
- Not applicable
- Other % (please specify)

7. If you have not received 45%, have you asked what is causing the delay?

- Yes
- No
- Not applicable

8. If you have asked what is causing the delay, what is the reason you've been given?

9. Are you represented by an attorney?

- Yes
- No (if not, skip to question 15)

10. If you are not represented by an attorney, have you received any communication from the Fire Victim Trust related to your personal claim?

- Yes
- No
- Not applicable

11. If you are represented by an attorney, have you received a copy of the personal claim they prepared?

- Yes
- No
- Not applicable

12. If you are represented by an attorney, has your attorney received any communication from the Fire Victim Trust related to your personal claim?

- Yes
- No
- Not applicable
- I don't know

13. What was your original attorney fee?

- 25%
- 33%
- Not applicable
- Other % (please specify)

14. Has your attorney decreased their fee at any point?

- Yes
- No
- Not applicable

15. If yes, what is the reduced fee?

- 20%
- 25%
- The fee has not been reduced
- I don't know
- Not applicable
- Other % (please specify)

16. What is your attorney firm's name? (optional)

17. Do you have a business claim associated with the Camp Fire?

- Yes
- No (if not, skip to question 33)

18. What is your business name? (optional)

19. Is your business currently operating?

- Yes
- No
- Not applicable

20. Do you have business losses related to the Camp Fire?

- Yes
- No

21. Have you hired an attorney for your business claim?

- Yes
- No

22. What is the best way to describe your business claim attorney (select one)?

- Major firm
- Small group
- Individual
- I do not have an attorney

23. Is your attorney saying your business claim information is complete?

- Yes
- No
- Not applicable
- My attorney hasn't told me if it's complete or not

24. Have you received a determination on your business claim?

- Yes
- No
- Not applicable

25. Have you received a preliminary payment on your business claim?

- Yes
- No
- Not applicable

26. If you filed a personal and business claim, did/will you receive separate determinations?

- Yes
- No
- I don't know
- Not applicable

27. If you filed a personal and business claim, have you received payment on one claim but not the other?

- Yes
- No
- Not applicable

28. What is your attorney fee associated with your business claim?

- 25%
- 33%
- Not applicable
- Other % (please specify)

29. Has your attorney associated with your business claim decreased their fee at any point?

- Yes
- No
- Not applicable

30. If yes, what is the reduced fee?

- 20%
- 25%
- The fee has not been reduced
- I don't know
- Not applicable
- Other % (please specify)

31. What is your attorney firm's name? (optional)

32. Based upon your experience, if you have not received a preliminary payment on your business claim, where do you perceive the delay to be occurring (select one)?

- Completing your business claim
- Your attorney
- The Fire Victims Trust
- The 3rd party hired to disburse the funds
- Unknown
- Not applicable
- Other (please specify)

33. If applicable, has a lack of payout had any effect on your business? Select all that apply:

- Prevented you from re-opening a physical storefront
- Prevented you from rebuilding commercial or rental properties
- Required you to restructure your business model
- Decreased sales
- Led to ongoing financing hardship
- Contributed to a loss of employees
- Forced you to eliminate positions
- Adversely affected operations
- Caused you to relocate your business
- Not applicable
- Other (please specify)

34. If applicable, has a payout had any effect on your business? Select all that apply:

- Increased the number of employees
- Allowed you to build and operate additional offices/facilities
- Increased sales
- Allowed you to replace supplies and equipment
- Allowed you to increased business hours
- Unknown
- Not applicable
- Other (please specify)

35. Are you a legal representative (parent, guardian, etc.) for a minor claimant?

- Yes
- No (if not, skip all remaining questions and select "Done" at the bottom of the survey.)

36. Is the claimant for which you act as a parent, guardian, or legal representative also represented by an attorney?

- Yes
- No (if not, skip to question 39)

37. Did the attorney filing your fire claim request their firm file the minor's claim?

- Yes
- No
- I don't know or can't recall

38. Did you sign a document authorizing the attorney to file the minor's claim?

- Yes
- No
- I don't recall

39. Did your attorney inform you that a Special Master will review the proposed award to the minor claimant, and that the minor claimant can request a hearing before the Special Master?

- Yes
- No
- I don't know what a Special Master is
- I don't recall

40. Did your attorney inform you that funds awarded to a minor claimant would be held in trust until the minor is 18 years of age?

- Yes
- No
- I don't recall

41. Did the attorney provide information that the minor or legal representative could file a claim directly with the Fire Victim Trust?

- Yes
- No
- I don't recall

42. Has the minor claimant received a determination letter?

- Yes
- No
- I understand my minor(s) will be included in my determination letter
- Unsure

43. Has the minor claimant received funds deposited into an account for the minor's benefit?

- Yes
- No
- I don't know

44. If yes, did the attorney provide an itemized list of the payment and their fees and costs?

- Yes
- No
- Not Applicable

45. Has the Special Master reviewed and approved the Claims Determination and disbursement measures?

- Yes
- No
- Unsure

46. Did the minor claimant meet personally with the Special Master?

- Yes
- No
- Unsure

47. If yes, was the attorney present?

- Yes
- No
- Not Applicable
- I don't recall

48. If not physically present, did the attorney attend by phone or video conferencing?

- Yes
- No
- Not Applicable
- I don't recall

49. What is your best estimate for how much time the minor's attorney spent obtaining information for submitting the minor's claim?

- 1 hour or less
- 2-4 hours
- Up to 1 business day
- More than 1 business day
- Not Applicable
- Other (please specify)

50. While preparing the claim, did the attorney or the attorney's representative meet with the minor claimant (in person, phone or video conferencing)?

- Yes
- No
- I don't know
- Not Applicable

51. Have you received a copy of the claim the attorney submitted on behalf of the minor?

- Yes
- No
- Unsure

52. If the attorney representing your minor claimant were to be awarded a fee of 25%, do you think that amount is fair?

- Yes
- No
- Unsure

53. If you do not feel this is fair, please explain:

54. Do you have any concerns that were not addressed in this survey? Please do not include any personal identifying information in your response.

Completed paper copies of the survey may be mailed to Camp Fire Claims Survey, 25 County Center Drive, Suite 213, Oroville, CA 95965.