



THE VIRGINIA AVENUE TUNNEL

Virginia Avenue Tunnel Reconstruction Project Claims Process

CSX and our construction partners are committed to safety and professionalism on the Virginia Avenue Tunnel project and in every aspect of our operations. An occasion still may arise when you feel you need to make a claim for compensation because of damage to your property related to this project. Clark/Parsons Joint Venture, CSX's design-build contractor on the project, will process all claims with assistance from CSX.

Where can I file a claim?

Claims must be filed by the affected property's owner or the owner's agent. Residents can initiate a claim in three ways:

- Call (800) 494-1049 to make an initial report
- Submit a message through the project's website at this address:
www.virginiaavenuetunnel.com/contact
- Visit CSX's Virginia Avenue Tunnel Community Office (861 New Jersey Ave., S.E.) during posted business hours to make an initial report.

Residents who initiate claims through any of these alternatives will be contacted by a project representative with additional information.

What is the claims process?

Residents must initiate a claim by contacting the project in one of the three ways detailed above. Once a claim has been initiated, your claim will be assigned to an investigator. The investigator will contact you by phone, email or US Postal Service. The investigator will be your point-of-contact until the claim is resolved. The investigator will provide a claims form to be completed. The form asks for additional contact information and basic facts about the claim. The information provided on the form will serve as the basis for an investigation of the claim.

A thorough investigation will be completed before a claim is either denied or accepted. The investigation will take some time to complete, and the resident will be kept informed of its progress.

What information do I need?

You may need to submit documents that support your claim. Examples of documents to be furnished by the property owner include:

1. Proof of ownership – title, registration, deed, etc.
2. Proof of current related insurance (vehicle, homeowner's, renter's, etc.)
3. At least two estimates of repair costs or paid receipts
4. Photos of damaged property and site where damage occurred
5. Any witness statements

Other documents may be requested during the investigation process. Providing these documents will improve our ability to resolve your claim efficiently.

Who can I speak to if I have more questions?

A CSX Risk Management representative will keep regular office hours at the CSX Virginia Avenue Tunnel Community Office (861 New Jersey Ave., S.E.) during posted times. You can also call us at (800) 494-1049 and request that the Risk Management representative contact you, and you can submit a request for assistance through the project's website, www.virginiaavenuetunnel.com/contact. CSX will follow your claim and contact you to confirm its resolution.

CSX is committed to completing the Virginia Avenue Tunnel project safely, efficiently and with respect for our neighbors. In coordination with residents we intend to make a great neighborhood even better, and we pledge to resolve any claims that may arise as quickly and equitably as possible.