



TOWN OF SAUGUS

ADMINISTRATIVE SERVICES
Community Development • Personnel • Purchasing
298 CENTRAL STREET
SAUGUS, MASSACHUSETTS 01906

Telephone: (781) 231-4142

Fax: (781) 231-5666

INSTRUCTIONS FOR FILING A CLAIM

- 1.) All claims must be submitted in writing to the Town Clerk's office within 30 days from the date of incident. Your claim will be date stamped and forwarded to the appropriate department. Be sure to include your name, address and telephone number.

Town Clerk's Office
298 Central St.
Saugus, MA 01906

- 2.) Submissions should contain as much information as possible. Include addresses, street names, dates, description of damage, etc. Be specific.
- 3.) Include copies of any estimates, bills, or receipts relevant to your claim.
- 4.) Photographs may be submitted, but will not be returned.
- 5.) Depending on the nature of your claim, it could be investigated by the Town's attorney, or forwarded to Zurich, the Town's insurance company.
- 6.) Be patient. The process of investigating your claim could take anywhere from several days to several months. You will receive written notification of the finding from either the Town's insurance company, or the Town Counsel's office.

Please note: The submission of a claim does not guarantee payment or reimbursement.
Each claim will be investigated on an individual basis.