

The goal of the TPC Group Voluntary Claims Program is to help claimants repair damage to their homes or personal property incurred as a result of the November 27, 2019 event at TPC Group Port Neches Operations. The Company remains committed to providing the funds necessary to repair damage to impacted homes, and to providing those funds in a manner that assures repairs are being made. This is consistent with our commitment to the community as impacted neighborhoods benefit from residents repairing damaged homes.

**What is the current status of the Voluntary Claims Program?**

TPC Group's Voluntary Claims Program went into effect on November 27, 2019 and received high levels of participation.

- The evacuation-only portion of the claims program remained open for more than seven weeks before concluding on January 20, 2020. Nearly 18,000 claims have been paid for expense reimbursements from the mandatory evacuation (November 27-29, 2019).
- February 4, 2020 was the last day to file a property damage claim to be considered as part of the Voluntary Claims Program. To date, more than 8,900 property inspections have been performed and over 2,600 property claims have been resolved.

**RESIDENTIAL CLAIMS PROCESS****Did TPC Group change the Voluntary Claims Program because it does not have the financial resources to complete the Program?**

No. The Voluntary Claims Program has been modified to make the claims process more efficient given the large volume of claims received, to prioritize the most heavily impacted areas, and to fund repairs in a manner that ensures residential repairs are made. This is consistent with our commitment to the community as the impacted neighborhoods benefit from residents repairing damage to their homes. Based on revenue from continued operations at the Houston plant and applicable insurance coverage, the Company believes at this time that adequate financial resources will be available to address the claims submitted for consideration in the Voluntary Claims Program.

**What changes did TPC Group make to the Voluntary Claims Program?**

Effective February 7, 2020, claimants are requested to complete and return the Property Damage Claim Inspection Form prior to inspection of their property. Completion of this form by the claimant before inspection provides information regarding homeowner's insurance, mortgage/lienholders and ownership that will be necessary to process the claim. Completion of the form by the claimant also provides TPC Claim Representatives with descriptions of damage believed to have resulted from the incident, to enable a more efficient inspection appointment. In addition, a payment schedule for property claims has been implemented. (see Overview of Voluntary Claims Program Process)

**How can I get a Property Damage Claim Inspection Form?**

The Property Damage Claim Inspection Form will be emailed to claimants by the TPC Claim Representative prior to their inspection appointment, if the claimant provided an email address. If claimants require an additional copy of the form, they may contact their TPC Claim Representative. The form may also be picked up in person at the Armory Claims Center (511 Grigsby Ave., Port Neches, Texas).



### How does the new payment schedule work?

In general, there are three stages in the new payment schedule process, although some stages can be handled simultaneously depending on the claimant's ability to provide certain necessary documentation. (see Overview of Voluntary Claims Program Process) Each stage enables the provision of funds to claimants in a manner that ensures repairs are being made.

Stage 1: At time of initial settlement appointment, once all necessary documentation is provided and claimant signs the form release, claimant will receive:

- ✓ 25% of total estimate payable to claimant and mortgagee (as applicable)
- ✓ 10% of total estimate payable to claimant as contingency to provide buffer in case repair costs exceed total repair estimate

Effective March 18, 2020, in response to the effects of coronavirus (COVID-19) and in compliance with the emergency directive issued by local government authority, TPC Group modified the method for claimants to complete the claims process by telephone and electronically. In-person settlement appointments are no longer being conducted at the Armory. The health and safety of our contractors, visitors to the Armory and the larger community is our priority. It is important for us to protect the health of the workers implementing each step of the process at the Armory and in the field to prevent any disruptions in the assessment and payment schedule. Claimants will be asked to drop off or email necessary documents in advance of their settlement appointment.

Personnel at the Armory will receive incoming documents, obtain release information and issue checks to claimants following their initial settlement appointment. Desk adjusters, working remotely, will focus on conducting settlement appointments by telephone with claimants.

Stage 2: The claimant will then have 120 days from Stage 1 to (i) submit to the claims processor a signed contract with a qualified contractor to complete the repairs identified in the TPC Group estimate; and/or (ii) certify they will complete repairs themselves by signing a Certification of Self-Repairs Form. After confirmation that the requirements are met, the claimant will receive:

- ✓ 25% of total estimate payable to homeowner and mortgagee (as applicable)
- ✓ The documentation provided in (i), (ii), or a combination of (i) and (ii) must cover all repairs identified in the estimate
- ✓ For claims with estimates of \$10,000 or less, a contract or certification is not required for Stages 1 and 2, and the payments in Stages 1 and 2 will be combined and payable at the initial settlement appointment to the claimant
- ✓ If all the documentation required for Stage 2 is provided by the claimant at the time of the initial settlement appointment for Stage 1, the payments for Stages 1 and 2 may be combined and both payable to claimant and mortgagee (as applicable) at the initial settlement appointment

Stage 3: The claimant will then have 24 months from Stage 1 to demonstrate completion of all repairs by providing the claims processor with either (i) a qualified contractor certification of completion and/or (ii) a Certification of Completed Self-Repairs Form. After confirmation the requirements have been met, which may be confirmed by a claims processor inspection of the property, the claimant will receive:

- ✓ The remaining 50% of total estimate payable to homeowner and mortgagee (as applicable)
- ✓ The 24-month period is provided to give claimants adequate time to complete repairs. The claimant does not have to wait 24 months to receive payment – rather, payment can be made at any time, once the requirements of Stage 3 have been met and verified.
- ✓ If an inspection is performed and the claimant cannot demonstrate that all damage noted in the estimate has been adequately repaired, the claimant will be given a period of no less than 120 days to have the remaining repairs completed. Any further inspections to verify the completion of all repairs will not be scheduled until after that 120-day time period has elapsed.

**Do I have to make an appointment for each stage in the payment schedule process?**

Once claimants have completed the initial residential settlement appointment, the remaining two stages of the process can be managed through electronic correspondence or by dropping off the required documentation at the Armory Claims Center (511 Grigsby Ave., Port Neches, Texas). Once proper documentation has been filed and verified, the claimant will be notified that a check for the corresponding stage of the settlement process is available to be picked up by the claimant upon presentation of valid photo identification.

**Do I have to come into the Armory to complete my settlement appointment?**

Effective March 18, 2020, claimants must conduct their initial settlement appointment by phone. Claimants must deliver required settlement documents in person or via email in advance of the scheduled telephone settlement appointment. This is one of the steps we have implemented to facilitate a healthy environment. **Any claimant who feels sick or unwell must not come to the Armory. Instead, those persons should either (i) submit required document via email to [propertysettlementdocuments@globalrisksolutions.com](mailto:propertysettlementdocuments@globalrisksolutions.com) and conduct the settlement appointment by phone; or (ii) reschedule their appointment for a later date.**

**What additional measures have been taken at the Armory Claims Center in response to COVID-19?**

As the effect of coronavirus (COVID-19) continues to evolve, we are taking preventative steps to help minimize the impact on those working and visiting the Armory to settle their property claim. We continue to progress through the claims process and the following measures have been implemented at the Armory to facilitate a healthy environment.

- Frequent sanitizing measures throughout the Armory multiple times daily
- Hand sanitizer stations placed throughout the Armory
- Increased social distancing between GRS representative and claimant during the document drop off and pick up process
- No-handshake policy
- Only claimants dropping off or picking up required documentation may enter the Armory
- Claimants will be asked to complete a brief health screening if entering the Armory is required

**How do I provide the necessary documentation needed to fulfill requirements noted in each stage of the payment schedule?**

Claimants may email the documentation required for stage 2 and 3 of the payment schedule to [tpcprogresspayment@globalrisksolutions.com](mailto:tpcprogresspayment@globalrisksolutions.com). If claimant does not have access to email, they may drop off the required documentation at the Armory Claims Center (511 Grigsby Ave., Port Neches, Texas) during operating hours.

**Do I have to wait 24 months to receive the final payment for my settlement?**

The claimant does not have to wait 24 months to receive their final settlement payment – rather, payment can be made at any time, once the requirements of Stage 3 have been met and verified. In fact, final settlement payment can be received in considerably less than 24 months. The 24-month period is provided to give claimants adequate time to complete repairs on their residence.

**Do I have to use a contractor to complete all the repairs to my property to receive the full settlement amount?**

It is the Company's objective to provide claimants with the funds necessary to professionally repair property damage to ensure homes are restored and maintain their value. For those claimants who do not wish to utilize a qualified contractor, they have the option to confirm they will complete repairs themselves by signing a Certification of Self-Repair Form. Claimants must then demonstrate completion of all repairs by providing the claims processor with a qualified contractor certification of completion and/or a Certification of Completed Self-Repairs form, which may be confirmed by a claims processor inspection of the property.

**When will residents in the designated impact areas be able to settle their claims?**

Considering the significant property damage to homes in areas nearest Port Neches Operations, TPC Group is focusing efforts on residential property claims to provide homeowners in the designated impacted areas with the funds necessary to repair property damage. (See Impact Areas Overview Map) Addressing claims in these areas is expected to take a significant amount of time in the coming months, and this may result in delays in scheduling inspections and appointments for residents whose homes are further removed from the plant.

**How long will it take for claimants to receive the balance of their settlement estimates at each stage of the payment process?**

Once the claimant has submitted the proper documentation for the Stage 2 payment, it may take approximately five business days to verify the requirements for payment have been met and to have the check prepared for pick up. For Stage 3, after the proper documentation is provided, TPC Group may arrange for an inspection of the property to confirm the repairs have been made. Therefore, it may take approximately ten business days to verify the requirements for payment in Stage 3 have been met and to have the check prepared for pick up. Claimants will be notified when their check is ready for pickup at the Armory Claims Center (511 Grigsby Ave., Port Neches, Texas) and they will need to bring photo identification.



**I live in the designated impact area and my home inspection has been completed. When will I receive my repair estimate and be able to settle my claim?**

As of March 16, 2020, TPC Group has worked through almost 1,500 inspections completed in the designated impact areas to finalize the repair estimates. Completed estimates have been sent to claimants by email (or by mail if no email has been provided) each day.



Homes in the designated impact areas that were last inspected on or before January 24, 2020 were sent the repair estimate by February 29, 2020. For homes in the designated impact areas that were last inspected after January 24, 2020, the repair estimate was sent by March 15, 2020. Claimants living in the designated impact areas are being prioritized for settlement appointments and settlements continue to take place every day. Given the volume of claims, it is estimated that the process may take a few months for some claimants, but the current estimate is that all claimants in the designated impact areas will have completed the initial settlement appointment and received the first checks by May 31, 2020.

While these dates are estimates as of March 16, 2020 and could change, TPC Group is working towards meeting these dates and providing them to you as part of our effort to provide more clarity on the estimated timing of the process.

After claimants receive their repair estimate, a TPC Claim Representative will call them within 60 days to set a settlement appointment. If preferred, claimants in the designated impact areas may contact the Claims Helpline (1-866-601-5880) to set a settlement appointment after they have received their final repair estimate.

**When will residents outside the designated impact areas receive a repair estimate and be able to make an appointment settle their claim?**

As of March 16, 2020, TPC Group has worked through over 1,500 inspections completed in the designated impact areas to finalize the repair estimates. Completed estimates have been sent to claimants by email (or by mail if no email has been provided) each day. Now that repair estimates for homes in the designated impact areas have been sent to claimants, TPC Group is continuing to work to finalize the repair estimates of the over 1,500 outstanding claims outside of the designated impact areas.

It is estimated that homes outside of the designated impact areas that were last inspected on or before January 24, 2020 will be sent the repair estimate by April 15, 2020. For homes outside of the designated impact areas that were last inspected after January 24, 2020, it is estimated that the repair estimate will be sent by May 31, 2020. Given the volume of claims, it is estimated that the settlement process may take many months for claimants living outside the designated impact areas. Settlement appointments for claimants outside the designated impact areas will be scheduled to take place after the completion of the process for claimants inside the designated impact areas. The current estimate is that the initial settlement appointments for claimants outside the designated impact areas will take place from June 1, 2020 through October 31, 2020.

While these dates are estimates as of March 16, 2020 and could change, TPC Group is working toward meeting these dates and providing them to claimants as part of the Company's effort to provide clarity on the estimated timing of the process.

After claimants receive the repair estimate, a claims representative will call within 60 days to set a settlement appointment for a date likely after June 1, 2020. If claimants can receive quicker reimbursement for home property damage by filing a claim with their homeowner's insurance carrier, they are encouraged to evaluate that option.

**I have not yet had an inspection done on my home. When can I expect to have an inspection take place?**

As of March 16, 2020, initial residential inspections of homes in the designated impact areas will have taken place. For homes outside the designated impact areas, it is estimated all initial residential inspections will have taken place by March 31, 2020.

**How long does TPC Group think the voluntary claims process will take?**

Completion of the claims process may take many months to complete (see estimated timeline below). Our goal is to have completed initial settlement appointments and made the first settlement payments for all valid claims within one year of the incident.

**ESTIMATED TIMELINE FOR REMAINDER OF CLAIMS PROCESS\***

Completion of initial residential inspections in designated impact areas	February 29, 2020
Completion of residential inspections outside designated impact areas	March 31, 2020
Completion of initial residential settlement appointments in designated impact areas and first payment	May 31, 2020
Completion of initial residential settlement appointments outside designated impact areas and first payment	October 31, 2020
Completion of initial commercial property damage settlement appointments and first payment	November 26, 2020

\*Dates are estimates as of 3/16/20 for most claims and are subject to change or variation.

**May I file a claim with my homeowner’s insurance provider?**

TPC Group understands that settling a claim through the Voluntary Claims Process may not be as quick as residents may have hoped. If a homeowner can receive quicker reimbursement for residential property damage by filing a claim with their homeowner’s insurance provider, they are encouraged to evaluate this option.

**Who do I call if I have questions about my claim?**

The Claims Helpline (1-866-601-5880) is operating Monday-Friday from 11:00 a.m. to 7:00 p.m. All property claims settlements are by appointment only at the Armory Claims Center, located at 511 Grigsby Ave. in Port Neches, Texas.

**COMMERCIAL CLAIMS PROCESS**

**I own multiple homes in the area that rent out to tenants. Will I be treated as a commercial claimant?** No, each home is handled as an individual residential claim.

**Is loss of business revenue covered in the claims process?**

TPC Group is focusing efforts on addressing residential claims to provide impacted families with the funds necessary to address home damage. The scope of the Voluntary Claims Program therefore includes residential and commercial property damage claims, and expenses resulting from the mandatory evacuation. Lost revenue or commercial impacts other than property damage are not part of the Voluntary Claims Program.

**What is the status of commercial claims?**

Once residential property damage claims have been processed, TPC Group will consider unresolved commercial property damage claims. It is estimated that settlement appointments for commercial property damage claims may not be scheduled until November. The Company’s goal is to complete the initial settlement appointment and first payments for commercial claimants by November 26, 2020. TPC Group understands that this timing may not be as quick as business-owners may have hoped. If commercial claimants can receive quicker reimbursement for commercial property damage by filing a claim with their first-party insurance provider, they are encouraged to evaluate this option.

**Will I receive reimbursement for lost wages or business revenue due to the mandatory evacuation on November 27, 2019?**

The scope of the Voluntary Claims Program includes property damage resulting from the event on November 27, 2019 and evacuation expense reimbursement claims resulting from the mandatory evacuation (November 27-29, 2019). Business interruption, lost wages, house cleaning, health care or other items are not part of the Voluntary Claims Program.