

Your Determination Notice: What to Expect

This Fact Sheet accompanies our latest video update. BrownGreer, the Claims Administrator, has begun issuing two types of notices to our office — Deficiency Notices and Determination Notices. Depending on where your claim stands, you may receive **one or the other — not necessarily both, and not in a fixed order**. Here's an overview of what each means and what happens next.

A Deficiency Notice

If information is missing

Issued when BrownGreer believes it lacks the full information to evaluate part of your claim.

- Our team reviews it internally first — **you will not see the notice at this stage**.
 - We make every effort to resolve, or **cure**, the deficiency ourselves — often by providing BrownGreer further clarification or pointing them to information you already submitted that may have been overlooked or presented differently.
 - We will reach out to you if we are unable to cure the deficiency using the information already on file.
- **If we can't resolve it without you**, we'll email you explaining exactly what's needed. Please respond right away — **you have only 30 days to cure the deficiency**.

Examples: additional proof of property ownership, or a family member's declaration verifying residency at the damage address.

B Determination Notice

Once your claim is valued

States the amount BrownGreer has awarded for your claim. **You will only be compensated your pro rata share** — not the full listed amount.

- Our office thoroughly reviews and verifies your total claim award, examining the specific amount for each submitted claim against your documentation and the Claims Administration regulations.
- If we conclude everything has been fairly considered and properly valued, we email you a secure link to review and accept your determination.
- Please understand that the Aggregate Claims Determination may include everyone in your household — you will only be awarded your portion of the Aggregate Claim amount.
- We'll cover the pro rata share in more detail in an accompanying video and Fact Sheet.

If You Disagree With Your Determination

Our team confirms the award is accurate before it ever reaches you — but here's what your options look like if a concern remains.

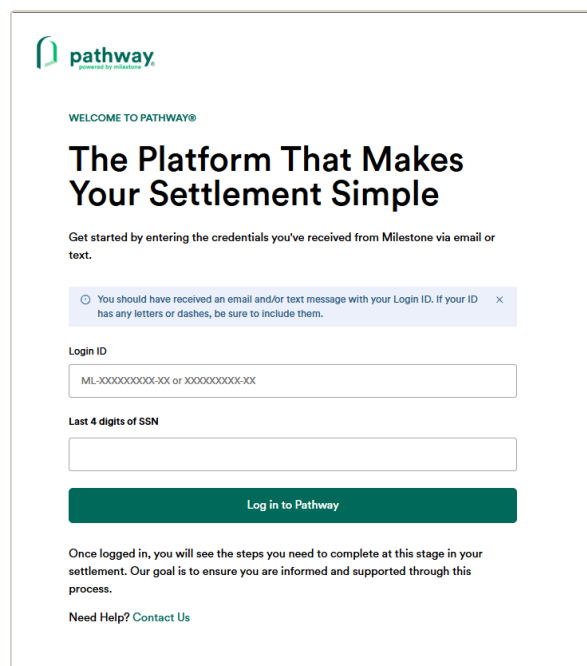
If the Claims Administrator made an error interpreting the rules, we file a **Request for Reconsideration** on your behalf.

These requests are reserved for rule-interpretation errors — our team already checks for those before we send your Determination to you.

Still feel an error was made? Contact our office — we're happy to answer your questions, set a time for you to come in, or review documents you feel we may have missed.

Reviewing & Accepting in the Milestone Pathway Portal

- 1 Your Determination Notice email links you directly to the Milestone Pathway Portal.
- 2 In the Portal, you review and accept your determination.
- 3 Later, the same Portal shows your pro rata award by year and lets you choose how to receive payment.



The screenshot shows the login page for the Milestone Pathway Portal. At the top left is the 'pathway' logo with the tagline 'powered by milestone'. Below the logo, it says 'WELCOME TO PATHWAY®'. The main heading is 'The Platform That Makes Your Settlement Simple'. A subtext reads: 'Get started by entering the credentials you've received from Milestone via email or text.' There is a light blue notification box that says: 'You should have received an email and/or text message with your Login ID. If your ID has any letters or dashes, be sure to include them.' Below this are two input fields: 'Login ID' with a placeholder 'ML-XXXXXXXX-XX or XXXXXXXX-XX' and 'Last 4 digits of SSN'. A green 'Log in to Pathway' button is positioned below the input fields. At the bottom, a note states: 'Once logged in, you will see the steps you need to complete at this stage in your settlement. Our goal is to ensure you are informed and supported through this process.' A link 'Need Help? Contact Us' is provided at the very bottom.

In the coming weeks, we will also be providing you with more information on what it means to receive a pro rata share, guidance on how to read your Determination Notice, and what to expect once you accept your Determination.