

DEPARTMENT OF THE NAVY

## NAVY REGION MID-ATLANTIC PUBLIC AFFAIRS OFFICE

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NEWS MEDIA RELEASE

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### **Navy Begins Compensation Process for Residents Affected by Jet Crash**

The Navy will begin providing compensation checks as early as Monday to residents affected by Friday's crash of a Navy jet at Mayfair Mews Apartments in Virginia Beach.

"We are committed to doing the right thing to address the needs of these families, who through no fault of their own have endured an incredible hardship," said Rear Adm. Tim Alexander, commander of the Navy's Mid-Atlantic region. "We owe it to everyone affected by Friday's accident to help them get their life back together," Alexander said.

Saturday, the Navy met with residents to explain the available resources and start the compensation process. The Navy helped affected residents apply for compensation to cover short-term expenses, and to file for reimbursement for injuries or property damage.

Sunday, the Navy began contacting residents to arrange payment of the emergency funds which will begin as early as tomorrow for those who completed their claims Saturday. The initial payments are for immediate needs such as housing, meals, and clothing. Payments begin at \$2,300 for an individual resident and increases for additional family members.

The Navy has arranged to use checks instead of electronic funds transfers because funds can be provided to the residents faster.

The Navy has established an Information Assistance Call Center to provide additional compensation information and other resource referrals to the residents. Residents may reach the Call Center at 866.345.8179 or 757.444.4557 from 8 a.m. to 8 p.m. Counseling and legal services will be available at those numbers as well.

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**Navy Region Mid-Atlantic is responsible for the operation of Navy installations from North Carolina to Maine and providing support programs and services for the fleet, fighter and family.**

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## Resources 2-2-2-2-2

Those residents who could not attend Saturday's meeting or who have additional questions, should contact the Information and Assistance Center.

Additionally, those residents who have requested compensation are encouraged to contact the Information Assistance Call Center to confirm that the Navy has all required information.

The Navy will have a Legal representative and an information center at the Mayfair Mews Apartments from 8 a.m. until 5 p.m. daily beginning Monday, April 9. That representative will be able to assist residents with forms, answer questions concerning compensation and accept completed forms from residents.

### **Resources for Residents:**

- 1) The Navy has established an Information Assistance Call Center for those residents affected by Friday's aircraft accident to answer questions and provide assistance. Residents can call toll free to **1-866-345-8179 or 757-444-4557 daily from 8 a.m. to 8 p.m.** Counseling and legal services will be available at that number.
- 2) Residents who were injured or suffered property damage resulting from Friday's aircraft accident may file a claim for reimbursement with the U. S. Navy. Interested residents may fill out Form SF-95 and are available on line at <http://bit.ly/HpIdvT>. For assistance completing the form or for processing updates, please call **757-341-4583**. The phone number will be operable from **7 a.m. to 5 p.m. starting Monday, April 9.**
- 3) The U.S. Navy will have Legal representative onsite at the Mayfair Mews apartment complex from **8 a.m. to 5 p.m. daily beginning Monday, April 9.** That representative will be available to assist residents with forms, answer questions concerning compensation and accept completed forms from residents.
- 4) Residents displaced by the crash may also file claims for emergency funds for housing, food, incidentals and clothing. Interested residents may fill out the DD Form 1351-2 posted on the Facebook page, <http://on.fb.me/HnRake>. (Print as if it were a photograph). Please call the Navy's Information Assistance Call Center if you have questions. Completed forms may be dropped off to the Navy Legal representative onsite or faxed to 757-445-2947. In addition, compensation checks for emergency funds will be handed out beginning **Monday, April 9** to those residents that have submitted their forms.
- 5) The U.S Navy will also provide housing referral assistance. Interested residents can call **800-628-7510 or 757-445-2832** Monday through Friday from 8 a.m. to 4 p.m.
- 6) Because of safety concerns, residents will not be allowed into their apartments until cleanup efforts are complete. For retrieval of wallets, medications, keys, cell phones and legal documents, please contact the Virginia Beach Fire Department representative onsite.

- 7) Vehicles from the Mayfair Mews apartment complex have been relocated to the Virginia Beach Convention Center. Registered owners with photo identification will be allowed to retrieve their vehicles on Monday and Tuesday from 7 a.m. to 7 p.m. A locksmith will be available to assist residents who do not have access to their keys at no cost. Virginia Beach Police Dept. is providing security for the vehicles. Any unclaimed vehicles at the close of business Tuesday will be towed to a city lot and owners may call the Virginia Beach Public Information Center at **757-385-3111** to locate their vehicle. Cars towed Friday may also be located by calling the same phone number.
- 8) The Department of Motor Vehicles will establish a Mobile Command Post at the Virginia Beach Convention Center for residents who need to replace their driver's license or state identification. They will be available from **10 a.m. to 7 p.m. Monday and Tuesday**.
- 9) The U.S. Postal Service has been holding mail addressed to residents of the apartments. Please call your local USPS office for pickup.
- 10) The 24-hour Red Cross Help Line is **757-536-9859**.
- 11) The Virginia Beach Department of Human Services is available to help residents with mental health services or to obtain medications lost in the accident. Please call **757-437-3608**.

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