

## **Citizen Claim Process for Property Damage and Bodily Injury Claims only**

1. Per Colorado Revised Statute 24-10-109; to file a claim against the State of Colorado you can either call or submit a form on-line (do not do both) by:
  - calling the State Office of Risk Management (SORM) claims line at 303-866-3848 (in Denver Metro Area) or 1-800-268-8092 (outside Denver Metro Area) **OR**
  - completing the on-line [claim form](#) and submitting electronically to SORM
2. You will receive a phone call from SORM requesting additional information if you left a phone message on the claims line, or an e-mail reply acknowledging receipt of your on-line claim form.
3. Within 7-10 business days of verifying information, you will receive a letter from SORM that provides you with a form to officially file your claim with the Attorney General Office (AGO). This step is required per State statutes.
4. Once you receive the letter and AGO form, complete the form as instructed. If your claim is for property damage to your vehicle be sure to include two estimates with your form. The AGO form must be sent registered mail or delivered in person to the AGO in order for the Adjuster to begin investigating your claim.
5. Within approximately 8 weeks of mailing your AGO form you should hear from the Adjuster with a determination (either the State accepts liability or the State denies liability).
6. If the State has accepted liability the Adjuster will negotiate a settlement with you and send a release form. Once you return the release a check is requested. You should receive a check from the Adjuster within 10-15 business days of returning the release form to the Adjuster.
7. If the State denies liability, you will receive a letter explaining why your claim is denied.