

## **COURT APPROVED PROTOCOL**

### **Claimants Who Cannot be Located**

1. Where the Administrator is in receipt of a claim, but mail sent to the claimant has been returned as undeliverable and the claimant has not provided the Administrator with updated contact information, the Administrator will:
  - a. make reasonable efforts to locate the claimant through Internet searches, and
  - b. where possible, contact the claimant's physician to locate the claimant.
  
2. Where the Administrator is unable to obtain updated contact information for the claimant after completing the steps in 1(a) and (b) above, the Administrator shall process the claim as denied.