

Sanctuary Belize Litigation & Receivership

Claim Application Portal User Guide

Update as of October 30, 2022

Important Note: **If you bought your lot with other people**, you will need to coordinate the submission of one, joint Claim Application and have each co-owner sign off. To accomplish this, please plan to first assign one person who will be responsible for filling out the application on behalf of all co-owners, following the steps below. After the Claim Application is completed and submitted by the first owner, the co-owners will be notified to complete the Claim Application Declaration. Co-owners will be able to view the Claim Application before it is submitted, but **not** make any edits.

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Entering my Unique ID

1. To access your Claim Application, please visit the Receiver's website at: www.sanctuarybelizereceivership.com
2. At the top of the page, click on the "Claim Application Portal" button

The screenshot shows the website header with navigation links: Home, Helpful Resources, Claim Application Portal (highlighted with an orange box), and Contact Us. There are also input fields for email and password, a Log In button, and a forgot password link. The main content area has a 'Home' heading and a 'Claim Application' section with a green background. It contains a message about the deadline for submitting a claim application (December 12, 2022 at 11:59pm Eastern Time) and a green button labeled 'CLAIM APPLICATION PORTAL' (highlighted with an orange box). Below this is a 'Contact Us' section with a light blue background, a message about contacting the Receivership Team, and a dark blue button labeled 'CONTACT US'.

3. If you already have an account, you can log in at the top of the page. If you do *not* have an account, you will be directed to "Register" where you will be asked to enter your unique Claim Application identification information exactly as it appears in the Claim Application notice and click "Register"
 - a. Unique ID
 - b. First Name
 - c. Last Name

The registration form is titled 'Registration' and contains the following text: 'Please input your Unique ID and Name exactly how it is listed in the Claim Application Notice you received by email or mail.' Below this text are three input fields labeled 'Unique ID*', 'First Name*', and 'Last Name*'. At the bottom of the form is a dark blue button labeled 'Register'.

Setting Up My Account

4. Next, you will be taken to a page to “Setup your Claim Application Portal Account”
5. Please enter your name, email address, create a password for future access to the Claim Application Portal, and click “Create Claim Application Portal Account”

Thank you for registering.

To access your Claim Application, please set up a Claim Application Portal Account by entering your First Name, Last Name, and Email, and creating a password.

Please note, we will use the email address provided for all future correspondence regarding the Sanctuary Belize Litigation & Receivership.

Setup your Claim Application Portal Account

First name*

Last name*

Email*

Email confirmation*

Password*

Password confirmation*

[Create Claim Application Portal Account](#)

6. You should then receive an email confirming your account setup from noreply@sanctuarybelizereceivership.com
7. Click the link in the email (pictured below) and you will be automatically directed to the Claim Application for you to complete
 - a. Note: if your Claim Application does not automatically open, you can go directly to the Receiver’s website at www.sanctuarybelizereceivership.com and click on the Claim Application Portal button to log in and start your Claim Application

Thank you for setting up your Claim Application Portal Account.

To login to your Claim Application Portal Account and access your Claim Application, please click on the link below:

Link to verify your account and access your Claim Application:

<https://www.sanctuarybelizereceivership.com/register/verification/youremail>

Email: jdoe1@example.com

Verification Code: KFH7PTRYSV

Claim Application Introduction

8. On the Introduction page, please carefully review information about the Redress Plan, instructions on how to complete your Claim Application, and additional resources

Online Claim Application for Sanctuary Belize and Kanantik Buyers

DEADLINE DECEMBER 12, 2022

The Court has entered an Order approving the initial steps of the Federal Trade Commission’s proposed Redress Plan – also known as the Compensation Plan – for people who bought property in Sanctuary Belize or Kanantik, or other approved developments. You can read the [Order](#) and the [Redress Plan](#) online.

At this stage, the Order directs the Receivership Team to collect and review Claim Applications from buyers and owners to establish their eligibility under the Compensation Plan. Other parts of the Plan – for example, how payments will be distributed and your option to keep your lot – remain under the Court’s consideration and haven’t been approved.

The purpose of this online Claim Application is so you can verify the information the Receivership Team has about your property purchase, and so you can provide information or documents the Receivership Team doesn’t have. If your Claim Application is incomplete, we may ask you for more documentation about your ownership interest in a particular lot, how much you paid, or other information to establish your eligibility.

The deadline to file your completed application – including any documentation that may be required – is **December 12, 2022**.

Instructions

- To establish your eligibility and participate in the Compensation Plan, you must file this completed Claim Application.
- The Claim Application includes 15 questions. You must answer every question. Please answer money questions in U.S. dollars.

Navigating the Claim Application

9. Click “Continue” at the bottom of the page to begin filling out your Claim Application
 - a. Note: you can navigate the Claim Application by clicking any of the claim sections at the top of the page or using the navigation buttons at the bottom of the page
 - b. If you are unable to complete the full Claim Application in one sitting and want to save your progress, you may do so by clicking “Save” at the bottom of the page and return later

Filing Deadline

To participate in the compensation plan, you must file your completed Claim Application by **December 12, 2022**.

More Resources

[Instructions on how to complete your online Claim Application](#)

[Frequently Asked Questions](#)

[Recording of Receiver’s information session](#)

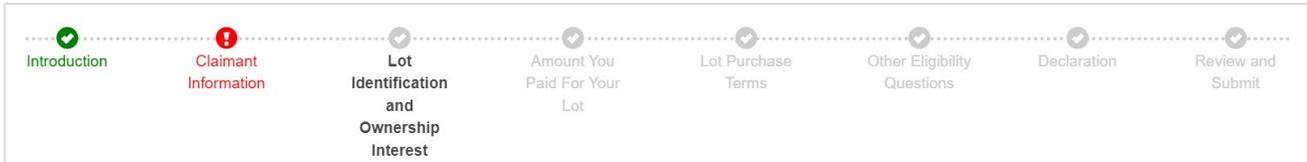
[Email and telephone support](#)

[Continue](#) [Save](#)

Completing the Claim Application and Required Information

10. A “Yes” or “No” response for questions 1-15 is required
 - a. If additional fields appear below a particular question after a “Yes” or “No” selection, the additional fields will require answers, and sometimes supporting documents

11. As you complete sections of the Claim Application, a red icon will appear in the claim section at the top of the page if there are missing required answers and/or documents



12. Missing required fields will be indicated in red

Telephone Number

can't be blank

Uploading Documents to the Claim Application

13. To upload documents to any section of the Claim Application, click the “Upload Document(s)” button and select the file or files you would like to upload. A green check mark will display after your file is successfully uploaded to the Claim Application. If you need to delete a file, click the blue “Delete” button.
 - a. Note: if you do not have supporting documentation for a certain question, you may check the box stating: “I don't have this supporting documentation and understand this may result in a deficiency in my Claim Application”

I don't have this supporting documentation and understand this may result in a deficiency in my Claim Application.

Upload Document(s)

Attach a jpg, pdf, png, tiff, csv, docx, or xlsx file

 [Sample Document](#) ✓ 34.9 KB **Delete**

Claim Application Declaration

14. On the Declaration section, please:

- a. Indicate if you are the person listed on the claim
- b. Check the box which states: I state under penalty of perjury that I bought or received an ownership interest in the lot that is the subject of this Claim Application
- c. Enter your name in the “Print Name” field
- d. Upload a copy of your current and valid government-issued photo identification (for example, a driver’s license, state ID card, or passport)
 - To upload your government-issued photo identification, click the “Upload Document(s)” button and select the file you would like to upload. A green check mark will display after your file is successfully uploaded to the Claim Application. If you need to delete a file, click the blue “Delete” button.
- e. Note: if you are completing the Claim Application on behalf of someone else as an authorized representative or Power of Attorney, you will be required to upload a copy of your legal authority to act on behalf of the lot buyer named in the Claim Application

Declaration

Each lot buyer or owner that is part of this Claim Application must provide a declaration stating that they are the lot purchaser or owner of the lot that is the subject of this Claim Application.

Declaration for:

Chelsey Able

Are you the person listed above?

Yes No

I state under penalty of perjury that I bought or received an ownership interest in the lot that is the subject of this Claim Application.

Print Name:

Chelsey Able

Date:

10/20/2022

To complete your Claim Application:

Upload a copy of your current and valid government-issued photo identification (for example, a driver’s license, state ID card, or passport).

Upload Document(s)

Attach a jpg, pdf, png, tiff, csv, or xlsx file



Sample ID

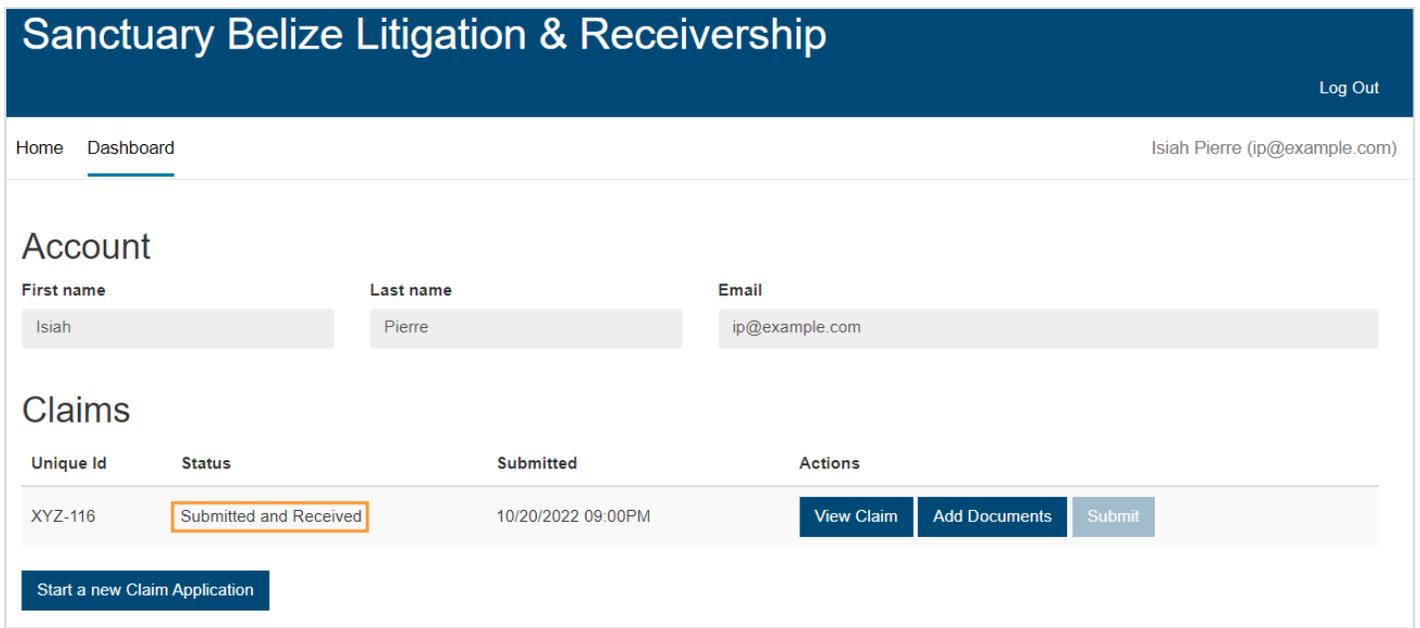
✓ 0.1 MB

Delete

Remember: To participate in the compensation plan, you must file your completed Claim Application by **December 12, 2022**. If you have questions about any of your answers, contact the Receivership Team [here](#).

Reviewing and Submitting the Claim Application

15. The Review and Submit section will display the full Claim Application with all of your responses, and documents you have uploaded
 - a. If there are any issues that need to be addressed before submitting your Claim Application, they will be identified in red on this page
16. Once your Claim Application is complete, click the “Submit” button from the “Review and Submit” section 
17. You will receive an automated confirmation email from noreply@sanctuarybelizereceivership.com after your Claim Application is submitted



The screenshot shows the user interface for Sanctuary Belize Litigation & Receivership. At the top, there is a dark blue header with the text "Sanctuary Belize Litigation & Receivership" and a "Log Out" link. Below the header, there is a navigation bar with "Home" and "Dashboard" (the active page). The user's name "Isiah Pierre (ip@example.com)" is displayed in the top right corner.

The main content area is divided into two sections: "Account" and "Claims".

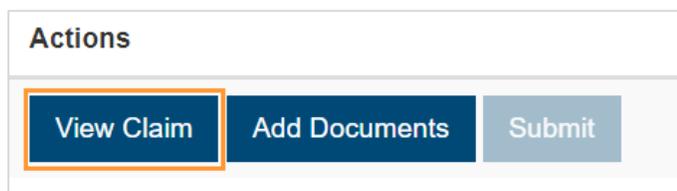
Account Section: It contains three input fields for "First name" (Isiah), "Last name" (Pierre), and "Email" (ip@example.com).

Claims Section: It features a table with the following columns: "Unique Id", "Status", "Submitted", and "Actions".

Unique Id	Status	Submitted	Actions
XYZ-116	Submitted and Received	10/20/2022 09:00PM	View Claim Add Documents Submit

Below the table, there is a button labeled "Start a new Claim Application".

18. You can view your submitted claim from the Dashboard page by clicking “View Claim” under Actions



This image is a close-up of the "Actions" column from the claims table. It shows three buttons: "View Claim", "Add Documents", and "Submit". The "View Claim" button is highlighted with an orange border.

Co-owners Completing the Claim Application Declaration

19. All co-owners must complete the declaration in the Claim Portal for the Claim Application to be considered complete
20. After the Claim Application is completed and submitted by the first owner, the co-owners will be notified to complete the Claim Application Declaration. Co-owners will be able to view the Claim Application, but **not** make any edits.
21. If a co-owner does not already have an account, please register and create a Claim Application Portal Account using the Unique ID and Name that was sent to you in the Claim Application Notice sent on October 27, 2022, following steps on pages 2 and 3 of this User Guide.
22. After you log-in, review the Claim Application questions and answers by clicking “Complete Declaration” on your Dashboard page.

Claims			
Unique Id	Status	Submitted	Actions
XYZ-162	Submitted and Received		View Complete Declaration

23. On the Declaration section, please:
 - a. Indicate if you are the person listed on the claim
 - b. Check the box which states: I state under penalty of perjury that I bought or received an ownership interest in the lot that is the subject of this Claim Application
 - c. Enter your name in the “Print Name” field
 - d. Upload a copy of your current and valid government-issued photo identification (for example, a driver’s license, state ID card, or passport)
 - To upload your government-issued photo identification, click the “Upload Document(s)” button and select the file you would like to upload. A green check mark will display after your file is successfully uploaded to the Claim Application. If you need to delete a file, click the blue “Delete” button.
 - e. Note: if you are completing the Declaration on behalf of someone else as an authorized representative or Power of Attorney, you will be required to upload copy of your legal authority to act on behalf of the lot buyer named in the Claim Application

If you have any questions or would like to provide additional information you believe may be important for the Receivership Team to consider, please contact us [here](#).

Declaration

Each lot buyer or owner that is part of this Claim Application must provide a declaration stating that they are the lot purchaser or owner of the lot that is the subject of this Claim Application.

Declaration for:

Are you the person listed above?

Yes No

To complete your Claim Application:

Upload a copy of your current and valid government-issued photo identification (for example, a driver's license, state ID card, or passport).

I don't have this supporting documentation and understand [this may result in a deficiency in my Claim Application](#).

[Upload Document\(s\)](#)

Attach a jpg, pdf, png, tiff, csv, docx, or xlsx file

Remember: To participate in the Compensation Plan, you must file your [completed](#) Claim Application by **December 12, 2022**. If you have questions about any of your answers, contact the Receivership Team [here](#).

[Submit Declaration](#)

Starting a New Claim Application for an Additional Lot

24. If you own additional lots and would like to complete another Claim Application, click the "Start a new Claim Application" button on the Dashboard page

Claims

Unique Id	Status	Submitted	Actions
XYZ-116	Submitted and Received	10/20/2022 09:00PM	View Claim Add Documents Submit

[Start a new Claim Application](#)

25. Enter your Unique ID, First Name, and Last Name

26. Please contact the Receivership Team [here](#) with any questions

Claim Applications using a Shared Email Address

1. If you share an email address with someone and would like to would like to start another Claim Application or complete a Declaration, you need only to register a Claim Portal account with the shared email once.
 - a. Note: The Claim Application Portal will not let you register more than one account using the same email address.
2. After the account is created by the first person, please log in

Home [Helpful Resources](#) [Claim Application Portal](#) [Contact Us](#)

[Log In](#) [forgot password](#)

3. Click the “Start a new Claim Application” button at the bottom of on the Dashboard page

Claims

Unique Id	Status	Submitted	Actions	
XYZ-116	Submitted and Received	10/20/2022 09:00PM	View Claim	Add Documents Submit

[Start a new Claim Application](#)

4. Enter your Unique ID, First Name, and Last Name

Add

Unique ID*

First name*

Last name*

[Add](#) [Cancel](#)

5. The additional Claim Application for the new Unique ID will be added to your Dashboard page.
6. Please contact the Receivership Team [here](#) with any questions

[Additional FAQ](#)

How do I log in to the Claim Application Portal?

If you have already set up an account, you can login to the Claim Application Portal [here](#)

There are also Email and Password fields at the top of each page on the [Receiver's website](#)

Home	Helpful Resources	Claim Application Portal	Contact Us	<input type="text" value="email"/>	<input type="text" value="password"/>	<input type="button" value="Log In"/>	forgot password
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If you have *not* set up an account, please follow the instructions starting on page one of the User Guide

How do I reset my password?

Click the “forgot password” link from any page on the Claim Application Portal, or click [here](#)

How do I check the status of my claim?

You will need to be logged in to the Claim Application Portal first. On the “Dashboard” page, you will see the current status of your claim(s)

Claims			
Unique Id	Status	Submitted	Actions
XYZ-116	Submitted and Received	10/20/2022 09:00PM	<input type="button" value="View Claim"/> <input type="button" value="Add Documents"/> <input type="button" value="Submit"/>

My Unique ID isn't working. What should I do?

This means the information you entered does not match the information in the Receivership Team's records. Please re-enter your Unique ID and Name exactly how it is listed in the Claim Application Notice you received. If you are still unable to confirm your information, please contact the Receivership Team [here](#).

Why can't I make edits to my Claim Application?

If you purchased your lot with another person, only one co-owner has the ability to edit the Claim Application. All other co-owners have the ability to view the Claim Application. Please coordinate with your other co-owner(s) to ensure the Claim Application information is accurate. You will need to sign a declaration once the Claim Application is submitted by your co-owner. If you need to change the person who is able to edit the Claim Application, please contact the Receivership Team [here](#) to request that change.

How do I change the lead consumer who is responsible for completing the Claim Application?

Please contact the Receivership Team [here](#) to request that change.