



BioLab Incident

News Release from Unified Command

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Contact: Joint Information Center

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Update on BioLab's Community Assistance Center and Important Reminder for Residents & Business Owners on Claims Process

Community members may submit claims by EITHER calling BioLab's 24/7 hotline at (678) 301-2359 OR by scheduling an in-person appointment at the Community Assistance Center at [BioLabCommunityResources.com](https://www.BioLabCommunityResources.com)

BEFORE visiting the Center, community members must first call (678) 301-2359 to establish their claim

CONYERS, GA – BioLab's Community Assistance Center successfully held its opening day yesterday, serving nearly 100 local residents and business owners affected by the fire at the Conyers facility. In addition to the in-person Center, BioLab responded to almost 3,000 inbound calls to the 24/7 hotline number, helping with claims, reimbursement requests and more.

There are two ways for community members to file a claim for expenses incurred as a result of the BioLab fire.

I. Establishing a claim through BioLab's Call Center

- 1. Call BioLab's 24/7 hotline at (678) 301-2359.**
- 2. Establish your claim with the claims line staff.**
- 3. Obtain your claim reference number.**
- 4. You will be contacted by an adjuster to review and discuss your claim further.**

NOTE: Community members who file and process a claim by phone can be assisted, immediately, without visiting the Center.

II. Establishing a claim through BioLab's in-person Community Assistance Center

- 1. Call BioLab's 24/7 hotline at (678) 301-2359.**
- 2. Establish your claim with the claims line staff.**
- 3. Schedule an appointment online at [BioLabCommunityResources.com](https://www.biolabcommunityresources.com).**
- 4. Gather required documents to bring to the Center:**
 - a. A copy of appointment confirmation email (printout or mobile)
 - b. Government-issued ID
 - c. Any relevant documentation and receipts
- 5. Attend your appointment at the Community Assistance Center on the scheduled date and time.**

Additionally, if you are a business owner making a claim for loss of business profits, please also gather the following to help us document your claim:

- Your 2023 tax returns
- 3-6 months of profit and loss statements
- For losses related to contract jobs, a copy of the executed contract with job pricing and proof of cancellation

BioLab's Community Assistance Center

BioLab's Community Assistance Center is a central location where local residents and business owners can directly access information and resources coordinated by BioLab. The Center has a team of trained staff members to process visitors with claims and reimbursement requests.

- **Location:** 927 North Main Street NW, Conyers, GA 30012
- **Hours of Operation:** Monday through Friday from 10:00 a.m. to 6:00 p.m. (ET) and Saturday from 9:00 a.m. to 3:00 p.m. (ET)
- **Appointments:** Appointments can be scheduled at [BioLabCommunityResources.com](https://www.biolabcommunityresources.com). A limited number of walk-in appointments are available each day, on a first come, first served basis. Anyone needing assistance scheduling an appointment on BioLab's website, may call BioLab's hotline at (678) 301-2359 and an operator will be able to assist.

The Unified Command is committed to keeping the community informed. Updates will be provided regularly through the Unified Command's website: www.biolabconyersresponse.com. County residents are encouraged to follow guidance from local emergency services, stay informed through Rockdale County Emergency Services' website and the EPA's dedicated [website](#). The latest updates, resources and information on ways BioLab is supporting the community may also be found at www.BioLabCommunityResources.com.

For media inquiries, please contact the Unified Command Joint Information Center at biolabresponsemedia2024@gmail.com.