



FOR IMMEDIATE RELEASE

**BioLab Provides Update on Claims Process Completion Timing
Following Progress of Community Assistance Efforts**

Over the past several weeks, BioLab has responded to more than 29,000 calls and 9,000 emails, as well as assisted 4,000 individuals in person through its dedicated resources

Any remaining reimbursement claims must be made by Tuesday, December 31, 2024

Conyers, GA, December 11, 2024 – As part of BioLab’s commitment to supporting the community following the fire at its Conyers facility on September 29, the Company has worked continuously to address the needs of impacted area residents and business owners.

Since October 8, the company has responded to more than 29,000 calls and 9,000 emails, as well as assisted 4,000 individuals in person through its Community Assistance Center, evaluating and processing reimbursement requests. These efforts have been in addition to a range of other support initiatives – all consistent with the company’s commitment to helping the community.

Reflecting the steady decrease in the volume of incoming new claims, BioLab today is notifying the community that any remaining reimbursement claims must be made by December 31, 2024. BioLab will no longer accept new claims after this date. All eligible claims that are initiated on or before this deadline will be processed as usual.

The best and most efficient way to file a claim is by emailing the Company’s dedicated claims email (BioLabClaims@biolabinc.com) until December 31, 2024, at 11:59 p.m. Eastern. Claims filed by email must include:

- Claimant’s name
- Address
- Phone number
- Items being claimed
- Amount of each claimed item
- Supporting documentation

Claims can also be made by calling BioLab’s 24/7 Call Center at (678) 301-2359 until December 31, 2024, at 11:59 p.m. Eastern.

Additionally, BioLab’s Community Assistance Center located in Conyers will continue to assist with filing claims through December 21, 2024 for community members with appointments, which are available on a first come, first serve basis on the Company’s website. **Visiting the Community Assistance Center is not required to file a claim, and BioLab encourages community members who would like to receive immediate assistance to email BioLabClaims@biolabinc.com to be connected with an adjustor.**

The Community Assistance Center will reopen in January to assist with the check distribution process for remaining claims that were submitted prior to December 31, 2024, at 11:59 p.m. Eastern. Further details and information about how to submit claims can be found [here](#).

While the new claims filing period is coming to a close, BioLab is maintaining its strong commitment to the community, and the Company will continue to partner with local organizations to provide support moving forward.

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