



**FEMA**

W-06032

May 5, 2006

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and  
NFIP Servicing Agent

FROM: WYO Clearinghouse

SUBJECT: Disaster Support Resources for NFIP Adjusters

FEMA is providing the attached resource sheets to assist NFIP Adjusters in better serving their clients. Adjusters can use this information to provide their clients with details about registering for assistance with housing; reaching the Small Business Administration or the American Red Cross and other agencies; and contacting a variety of other Federal and State resources.

A complete listing of disaster support services is available at [www.fema.gov](http://www.fema.gov).

Feel free to contact your WYO Business Analyst if you have any questions.

Attachment

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: Claims



# FEMA

## Disaster Support Resources Post-Hurricane Information

You may be eligible for disaster assistance funding and services from FEMA as well as other State, community, and private organizations. Please refer to the following resources to help you recover from recent disasters or **visit [www.FEMA.gov](http://www.FEMA.gov)** for a complete list of disaster support services.

### Filing your insurance claim

If you have insurance, it's important to call your agent or insurance company as soon as possible to begin the claims process.

- **Call 1-800-427-4661** the National Flood Insurance Program if you are unable to locate important policy information or need help contacting your insurance company.
- **Call 1-800-942-4242** the Hurricane Insurance Information Center to get the contact information for your insurance company.

### FEMA—Register for housing and other aid

We urge you to register for FEMA assistance to gain access to a number of important resources. FEMA can provide additional information and assistance for losses not covered by insurance coverage including temporary housing and repair assistance.

- **Call 1-800-621-FEMA (3362) / 1-800-462-7585 (TTY)** or register online at [www.fema.gov/register.shtm](http://www.fema.gov/register.shtm)

### Housing Needs

#### Temporary Housing (a place to live for a limited period of time):

Money is available to rent a different place to live, or a government provided housing unit when rental properties are not available

#### Transitional Housing Assistance Program

- Disaster Assistance provides \$2,358 per household, as an initial payment for three month's rental assistance, and may be extended for qualifying applicants for up to 18 months.
- This amount is included in the calculation of total benefits for which you may be eligible. It may cover only a portion of the total assistance that you need. After going through the normal eligibility process you may receive additional payments of assistance.
- **Repair:**  
Money is available to homeowners to repair damage from the disaster to their primary residence that is not covered by insurance. The goal is to make the damaged home safe, sanitary, and functional.
- **Replacement:**  
Money is available to homeowners to replace their home destroyed in the disaster that is not covered by insurance. The goal is to help the homeowner with the cost of replacing their destroyed home.
- **Permanent Housing Construction:**  
Direct assistance or money for the construction of a home. This type of help occurs only in insular areas or remote locations specified by FEMA, where no other type of housing assistance is possible.

### Food Stamp Assistance

You may be eligible to receive disaster food stamp assistance through the state. for more information about Food Stamps

- **Call 1-888-312-4567.**



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## Small Business Administration (SBA)

After you register with FEMA, you may be referred to the SBA for information about a low-interest loan. The SBA is the primary source of federal funds for long-term recovery assistance. The SBA has loan officers in the Disaster Recovery Centers to provide assistance in filling out your SBA application and explaining the program.

- [www.sba.gov](http://www.sba.gov)

## American Red Cross

Contact the American Red Cross if you have immediate emergency needs for food, clothing, shelter, or medical care.

- **Call 1-866-438-4636** to talk to a Red Cross Representative.

## State Insurance Commissioners

Complaints against insurance agents and/or companies can be filed with the state department of insurance.

- [www.naic.org](http://www.naic.org)

## Disaster Recovery Centers (DRC)

Visit a local DRC to receive more information on State, local, federal, and voluntary agencies that may be able to assist you. These may include:

### *Links to Charitable Organizations*

- **Network for Good**  
[http://www.networkforgood.org/topics/animal\\_envIRON/hurricanes/](http://www.networkforgood.org/topics/animal_envIRON/hurricanes/)  
Lists many charitable organizations helping victims in the areas of long-term recovery, health, child and family services, and animal care.
- **Salvation Army**  
Victims Assistance Line: 1-888-363-2769  
<http://www.salvationarmyusa.org>
- **Habitat for Humanity**  
1-800-HABITAT, ext. 2551 or 2552  
<http://www.habitat.org>
- **Volunteers of America**  
1-800-899-0089  
<http://volunteersofamerica.org>
- **Catholic Charities USA**  
<http://www.catholiccharitiesinfo.org> "Need Assistance? Find your Local Agency." Enter your zip code to find your local Catholic Charities office
- **Humane Society**  
National hotline for reporting lost pets, 1-800-HUMANE or 1-486-2631.  
<http://www.petfinder.com> Click on "Animal Emergency Response Network" to search reports of found, rescued, and sheltered pets in the areas affected by the disaster.
- **United Way of America**  
1-800-272-4630  
[www.national.unitedway.org](http://www.national.unitedway.org)
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- **America's Second Harvest**  
1-800-771-2303  
<http://www.secondharvest.org> "Find your Local Program" - type in your zip code to find you local food bank.