



# FEMA Is Here To Help



FEMA

- **If your property sustains damage and you have flood insurance**, contact your insurance agent or insurance carrier immediately to file a claim. Make sure you provide this information: flood insurance carrier, policy number, insured property address, and a telephone number and/or email address.
- **Contact FEMA at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov)**, by phone **1-800-621-3362** or **TIY 1-800-462-7585** for your **disaster assistance needs** whether or not you have insurance. After the language prompt, **press 1** to register for FEMA assistance or speak to a FEMA representative or **press 2** to speak to FEMA about a flood insurance policy or the National Flood Insurance Program.
- **Expect multiple visitors.** A number of individuals will be in contact with you to obtain additional information to ensure you receive the help you need. You may have visits for the following:
  - An insurance adjuster, if you have a flood or other type of insurance claim
  - A FEMA housing inspector, if you apply for FEMA Individual Assistance Program
  - An inspector from the U.S. Small Business Administration, if you apply for an SBA loan
  - Other volunteers from agencies offering help such as food and shelter needs
  - An inspector from your community performing preliminary damage assessments

A FEMA Disaster Recovery Center is a good starting place to learn about what additional assistance may be available to you.

- **Inspectors and insurance adjusters inspect your property for different purposes** based on the program they represent.
  - Always ask to see the inspector or adjuster's identification and ask for the purpose of their visit
  - You should expect the information being discussed with each inspector and adjuster be based on your needs as it relates to their programs. For example, an insurance adjuster assesses your damage based on what is covered under your insurance policy, whereas an inspector assesses damages to your home that prevent it from being safe, secure and sanitary.