

# News Release

## **Louisiana Residents Urged to Register with FEMA**

**Baton Rouge, La** – Louisiana disaster survivors in East Baton Rouge, Livingston, St. Helena, and Tangipahoa parishes are urged to register for federal disaster assistance with FEMA.

Individuals and business owners in the designated parishes who had severe storm or flood damage may register for assistance the following ways:

- Online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov)
- By calling 1-800-621-FEMA (3362)
  - People who have a speech disability or hearing loss and use TTY should call 1-800-462-7585.
  - For those who use 711 or Video Relay Service (VRS), call 1-800-621-3362.
  - These toll-free telephone numbers will operate from 6 a.m. to 10 p.m. (local time) seven days a week until further notice.

Assistance provided by FEMA for homeowners and renters can include grants for rent, temporary housing and home repairs to their primary residences, as well as other serious disaster-related needs, such as medical and dental expenses or funeral and burial costs.

Low-interest disaster loans from the U.S. Small Business Administration (SBA) also may be available to help individuals and business owners recover from the effects of the disaster. SBA helps businesses of all sizes, private nonprofit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. The loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations.

Residents and business owners should apply as quickly as they can, even if they have insurance. FEMA cannot duplicate insurance payments but underinsured applicants may receive help after their insurance claims have been settled.

Residents are urged to contact their insurance company first to file their flood insurance claims. For flood insurance policyholders who may have questions, FEMA has aligned its call center to better support them with the servicing of their claims and getting answers to their questions quickly. Policyholders may call 1-800-621-3362 Monday through Friday from 8 a.m. to 6 p.m. and select Option 2. Call center staff are available to assist policyholders with information regarding their policy, offer technical flood guidance to aid in recovery, and respond to general as well as complicated questions about the NFIP. Policyholders with questions specifically about an insurance claim can be transferred to their insurance carrier for additional assistance.

Survivors seeking information on flood clean up, repairing, and rebuilding can find valuable tips and guidance at [www.fema.gov/Louisiana-disaster-mitigation](http://www.fema.gov/Louisiana-disaster-mitigation).

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*We urge everyone to continue to use caution in areas where floodwaters remain. Monitor DOTD's [www.511la.org](http://www.511la.org) website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at [www.emergency.la.gov](http://www.emergency.la.gov). GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at [www.getagameplan.org](http://www.getagameplan.org).*

*Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.*

*FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.*

*The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps homeowners, renters, businesses of all sizes, and private non-profit organizations fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov), or visiting SBA's Web site at [www.sba.gov/disaster](http://www.sba.gov/disaster). Deaf and hard-of-hearing individuals may call (800) 877-8339.*