



FEMA

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News Release

Louisiana: Keep in Touch and Update Info with FEMA to Avoid Delays

BATON ROUGE, La. –You may find yourself frequently moving if you’re a survivor of Louisiana’s recent severe storms and floods.

If you’ve had any changes to your contact information it’s important to let FEMA know so the disaster assistance process stays on track.

FEMA may need to contact you to schedule an inspection or to get additional information to help process your application. That’s why it’s important to let them know as soon as possible if you’ve moved or have a new phone number.

You may update contact information two ways:

- Online at DisasterAssistance.gov
- By calling 800-621-3362
 - People who use TTY may call 800-462-7585
 - Those who use 711 or Video Relay Service (VRS) may call 800-621-3362.

If you had storm or flood damage in Louisiana you may also use those resources to apply for FEMA help if you haven’t done so already. Survivors in Acadia, Ascension, Avoyelles, East Baton Rouge, East Feliciana, Evangeline, Iberia, Iberville, Jefferson Davis, Lafayette, Livingston, Point Coupee, St. Helena, St. Landry, St. Martin, St. Tammany, Tangipahoa, Vermilion, Washington and West Feliciana parishes may be eligible.

It’s important to note that FEMA disaster assistance checks cannot be forwarded. If you cannot access your home address, you can request the postal service to hold your mail. You can also have the funds sent via direct deposit to your financial institution.

Residents are urged to contact their insurance company to file their flood insurance claims. For flood insurance policyholders who may have questions, FEMA has streamlined its process to better service claims and answer questions. Policyholders may call 800-621-3362 Monday through Friday from 8 a.m. to 6 p.m. and select Option 2. Call center staff

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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.

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.

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We urge everyone to continue to use caution in areas where floodwaters remain. Monitor DOTD's 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. 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.

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 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. 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, or visiting SBA's website at SBA.gov/disaster Deaf and hard-of-hearing individuals may call (800) 877-8339.