



MEMA



Joint Information Center
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Clinton, Mississippi

FEMA

Disaster News

June 3, 2011

DR-1972-NR-031

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KEEP DISASTER AID ON TRACK; FOLLOW UP WITH INSURANCE COMPANY

CLINTON, Miss. – Survivors of Mississippi’s April storms and tornadoes can keep their disaster assistance applications on track by keeping their insurance companies on track.

When a disaster survivor is covered by insurance, the Federal Emergency Management Agency puts their aid request on hold until their insurance company makes a determination about their case. A determination can mean a denial or a settlement. Either way, FEMA needs to know.

“If you haven’t heard back from your insurance company yet, it’s time to contact them,” said Mississippi Emergency Management Agency Director Mike Womack. “Don’t let the process stop.”

Consumers who are having problems with their insurance company can contact the Mississippi Insurance Department Consumer Helpline, **800-562-2957** or 601-359-2453 in the Jackson area.

“Consumers can also receive additional insurance information on a special disaster page on our website at www.mid.state.ms.us,” said Commissioner of Insurance Mike Chaney.

“FEMA cannot duplicate benefits,” said Terry L. Quarles, the federal coordinating officer for disaster recovery efforts in Mississippi. “We need to know what the insurance company will pay for before we can determine what help FEMA may be able to provide.”

In some cases, FEMA can help cover costs not covered by insurance.

Another way to keep your application on track is to make sure FEMA knows how to get in touch with you. That means providing an up-to-date address and telephone number where you can be reached.

Call FEMA’s Helpline at **800-621-FEMA (3362)** to change your contact information or to ask about the status of your application.

(MORE)

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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.

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 temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to SBA loan officers to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.

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