



## Disaster Fact Sheet

Dear Customer,

If you have been impacted by the recent natural disaster, the following information may be beneficial to you.

**To determine if your property is included in a Federally Declared Disaster Area:**

- Enter your property information at: <https://disasterassistance.gov>
- Call the Federal Emergency Management Agency (FEMA) at (800) 621-3362 or TTY (800) 462-7585.

**If you have questions regarding insurance coverage, mortgage payments, claim funds or program requirements:**

Our Customer Service team is available to answer and assist with any questions you have at the phone numbers below:

*Insurance Processing Center* – (855) 292-3689 (8:00 AM to 5:00 PM Central Time Monday - Friday)

*Processing of loss damage claim funds* – (855) 292-3690 (8:00 AM to 5:00 PM Central Time Monday – Friday)

*Mortgage Customer Service* – (866) 910-5217 (7:00 AM – 6:00 PM Central Time Monday – Friday)

*Difficulty paying regular (or trial) mortgage payments* – (855) 560-6899 (8:00 AM to 5:00 PM Central Time Monday – Friday)

Payment assistance through FEMA is available at <http://www.fema.gov/apply-assistance>. The information you need to apply for assistance will include, but is not limited to, the following:

- Social Security Number
- Current and Pre-Disaster Address
- Phone number
- Insurance Information
- Total household annual income
- A bank routing and account number (only necessary if you want to have disaster assistance funds transferred directly into your bank account)

It is our goal to offer you our support during this difficult time.