FEMA

Austin Joint Field Office
May 30, 2018
DR-4332-TX
NR-220
FEMA News Desk: 512-490-3890
FEMA-HarveyTxNewsDesk@fema.dhs.gov
facebook.com/FEMAHarvey/
@FEMARegion6

HURRICANE HARVEY

News Release

FEMA offers face-to-face claims help at Houston Flood Insurance Week
Consultations will be available at events throughout the metro area June 2-5

AUSTIN, Texas — Hurricane Harvey survivors with flood insurance claims can get personal advice from FEMA representatives at events throughout the Houston area June 2 and June 4-5 as part of Houston Flood Insurance Week, which runs May 30-June 6.

Information and resources to help policyholders navigate the claims process will be provided at four National Flood Insurance Program (NFIP) Claims Open Houses and two additional events. FEMA is committed to ensuring policyholders receive every dollar they are due based on the coverage in their policy and the flood damage that occurred.

"We are concerned that many policyholders are not aware of the free resources available to them and instead turn to for-profit lawyers who typically can be paid $1 of every $3 of their flood settlement," said FEMA's Federal Coordinating Officer Kevin Hannes. "As the deadline nears for policyholders to prove their loss to their insurer, we urge homeowners to take advantage of this opportunity to meet face-to-face with our claims experts."

FEMA has so far paid survivors over $8.7 billion for the more than 91,000 flood insurance claims filed for Hurricane Harvey. If a policyholder finds the actual cost of repairs is more than their payout, additional payment can be requested up to one year from the date of damages.

Policyholders with questions or concerns can contact the NFIP Call Center at 1-800-427-4661, visit FEMA's flood claim appeals and guidance webpage at https://go.usa.gov/xQdzp, learn about FEMA's Office of the Flood Insurance Advocate at https://go.usa.gov/xQdzw or look into local disaster case managers and free legal aid organizations.

FEMA insurance claims experts will provide policyholder support at four NFIP Claims Open Houses on June 4-5. Policyholders who are unable to attend an open house can obtain guidance at two additional events June 2 (FEMA is a participant in the June 2 events but is not the host). Please come prepared with your insurance declaration page, which has your policy number, to any of the six opportunities below:

NFIP Claims Open House
June 4 from 2 p.m.-8 p.m.
Lone Star Convention & Expo Center
9055 Airport Rd., Conroe, TX 77304

NFIP Claims Open House
June 4 from 3 p.m.-7 p.m.
Texas A&M AgriLife Extension Office
4102-B Main St., Classroom 2, La Marque, TX 77568

NFIP Claims Open House
June 5 from 2 p.m.-8 p.m.
Richard and Meg Weekley Community Center, Room 200
8440 Greenhouse Rd., Cypress, TX 77433

NFIP Claims Open House
(Hosted by Texas Legislator Jim Murphy)
June 5 from 5 p.m.-8 p.m.
Memorial Church of Christ, Houston
900 Echo Lane, Houston, TX 77024

Houston/Galveston Extreme Weather Ready Expo
June 2 from 10 a.m.-3 p.m.
George R. Brown Convention Center
1001 Avenida de las Americas, Houston, TX 77010
(Not a FEMA-hosted event)

Hurricane Preparedness Workshop
June 2 from 10 a.m.-2 p.m.
The Pasadena Convention Center and Municipal Fairgrounds
7902 Fairmont Parkway, Pasadena, TX 77505
(Not a FEMA-hosted event)

For more information on Hurricane Harvey and Texas recovery, visit the Hurricane Harvey disaster web page at www.fema.gov/disaster/4332, Facebook at www.facebook.com/FEMAharvey, the FEMA Region 6 Twitter account at www.twitter.com/FEMARegion6 or the Texas Division of Emergency Management website at https://www.dps.texas.gov/dem/.

###

FEMA's mission: Helping people before, during, and after disasters.

*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 **800-621-3362** (voice, **711/VRS** - Video Relay Service) (TTY: **800-462-7585**). Multilingual operators are available (press 2 for Spanish).*