



FEMA

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News Release

National Flood Insurance Program Deadline Extended in Louisiana for Filing Claims

BATON ROUGE, La. – FEMA has granted an extension for Louisiana National Flood Insurance Program (NFIP) policyholders affected by August’s severe storms and flooding to file proof-of-loss claims.

You now have 120 days from the date of your loss to file a flood insurance claim if you’re a Louisiana NFIP policyholder. The extension doubles the 60-day deadline NFIP usually requires for policyholders to submit a fully documented, signed and sworn proof-of-loss claim.

FEMA determined Louisiana policyholders need more time to file claims given the recent flooding’s magnitude.

The proof-of-loss is included in the claims package that documents your flood losses. The claims package should include:

- Photos or video of your flood damage.
- A comprehensive and itemized list of what was damaged.
- Receipts, if possible, for your damaged items along with any other supporting documents that show the value of what you lost.

Contact your insurance company as soon as possible to begin processing your claim.

FEMA has streamlined its process to better service flood insurance claims and answer questions. You may call 800-621-3362 Monday through Friday from 8 a.m. to 6 p.m. and select Option 2. If you use TTY, call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

Call-center staff are available to assist you with information regarding your policy, offer technical flood guidance to aid in recovery, and respond to general as well as complicated questions about the NFIP. FEMA can transfer you to your insurance carrier for additional assistance if you have questions specifically about your insurance claim.

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Monitor DOTD's www.511la.org website for updated road closure information. 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. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

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 non-profit 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.