

# FLOODED? NOW WHAT?



If you are a business in North Carolina who has been impacted by the historic flooding from Hurricane Helene, here are some tips to help you during this difficult time.

## TIP #1

### CALL YOUR INSURANCE AGENT

Contact your current agent to discuss your damages and your policies to determine what you may have coverage for. Most policies exclude FLOOD as a Peril, so the unfortunate answer is you most likely do not have coverage under your policy if damages are due to flood waters.

## TIP #2

### FILE A CLAIM

- File a claim with your property insurance company so they can determine if you have coverage.
- If you purchased a separate flood insurance policy prior to Hurricane Helene you can file those claims here:  
[floodsmart.gov/how-do-i-start-my-flood-claim](https://floodsmart.gov/how-do-i-start-my-flood-claim)

## TIP #3

### IF YOU DON'T HAVE COVERAGE CONTACT FEMA

#### FEMA ASSISTANCE

- First file a claim with your insurance company
- Confirm eligibility: Are you in a designated county? The counties in the declaration include **Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes and Yancey.**
- Register with FEMA: many businesses will receive financial help through the SBA, but some funding may be eligible through FEMA as well.
- **Online:** Visit the FEMA Disaster Assistance website at **fema.gov/disaster/4827** or **disasterassistance.gov**
- **Phone: FEMA's Helpline:**  
**1-800-621-3362.**  
Operators are available 24 hours a day, seven days a week.
- **Using the FEMA App:** Download the FEMA app on your smartphone and register directly through the app.
- **In-person:** If available, visit a local Disaster Recovery Center (DRC) for help with the application.



## TIP #4

### IF YOU STILL NEED FINANCIAL ASSISTANCE APPLY FOR AN SBA DISASTER LOAN

#### SBA DISASTER ASSISTANCE LOANS

- What it covers: The SBA provides low-interest disaster loans to businesses affected by the storm. These loans can cover physical damage (repair or replacement of real estate, equipment, and inventory) as well as economic injury (working capital to keep your business afloat).
- **Types of SBA loans:**
  - Business Physical Disaster Loan: Covers the cost of repairing or replacing damaged property.
  - Economic Injury Disaster Loan (EIDL): Provides working capital to help small businesses meet financial obligations that cannot be met due to the disaster.
- **How to apply:**
  - Online: Visit the SBA's Disaster Loan Assistance website at **sba.gov/funding-programs/disaster-assistance**
  - By phone: Call the SBA's Customer Service Center at **1-800-659-2955** for assistance.
  - By mail: You can download the SBA loan application forms from the website and mail them to the SBA after completion.
- **Application timeline:**  
The SBA sets deadlines for physical damage loan applications and economic injury loans, so apply as soon as possible.

**Insurance:** FEMA and SBA aid is designed to supplement, not replace, insurance coverage. You'll be required to provide proof of any insurance payouts before receiving assistance.

**Deadlines:** Pay close attention to filing deadlines. FEMA and SBA have specific windows in which applications must be submitted.