



Hurricane Florence Recovery

October 15, 2018
DR-4394-SC

State/FEMA Disaster Recovery Centers Open in 7 Counties; All New Hours

The centers offer in-person support to individuals and businesses in the counties included in the South Carolina major disaster declaration for Hurricane Florence and the subsequent floods.

The new recovery center hours are: 9 a.m. to 6 p.m.
Monday through Saturday; closed Sunday.

Recovery specialists from the State of South Carolina, FEMA and the U.S. Small Business Administration (SBA) will be at the centers to talk about assistance and help survivors who need help in finding recovery resources. The centers are at the following locations:



<p><u>Marion County</u> Marion County Industrial Park 2914 Spartan Pl. Marion, SC 29571 Hours: Mon-Sat, 9 a.m. to 6 p.m. Closed Sunday</p>	<p><u>Marlboro County</u> Marian Wright Edelman Public Library of Marlboro County 203 Fayetteville Ave. Bennettsville, SC 29512 Hours: Mon-Sat, 9 a.m. to 6 p.m. Closed Sunday</p>
<p><u>Georgetown County</u> Waccamaw Regional Recreation Center 83 Duncan Ave. Pawleys Island, SC 29585 Hours: Mon-Sat, 9 a.m. to 6 p.m. Closed Sunday</p>	<p><u>Florence County</u> Howe Springs Fire Station #5 4395 S. Irby St. Florence, SC 29505 Hours: Mon-Sat, 9 a.m. to 6 p.m. Closed Sunday</p>
<p><u>Chesterfield County</u> Northeast Technical College - Building 200 1201 Chesterfield Highway Cheraw, SC 29520 Hours: Mon-Sat, 9 a.m. to 6 p.m. Closed Sunday</p>	<p><u>Dillon County</u> City of Dillon Wellness Center 1647 Commerce Drive Dillon, SC 29536 Hours: Mon-Sat, 9 a.m. to 6 p.m. Closed Sunday</p>
<p><u>Horry County</u> Horry Georgetown Technical College 2050 US 501 Conway, SC 29526 Hours: Mon-Sat, 9 a.m. to 6 p.m. Closed Sunday</p>	

Understanding the FEMA Letter

Survivors who apply for assistance from FEMA because of damage from Hurricane Florence will receive a letter from FEMA in the mail or via email. The letter will explain the status of their application and how to respond. It is important to read the letter carefully.

Applicants who have questions about the letter may go online to www.DisasterAssistance.gov; call the Disaster Assistance Helpline at **800-621-3362**; or visit a Disaster Recovery Center. To locate the nearest Disaster Recovery Center, survivors may go online to www.fema.gov/DRC or scemd.org/recover/disaster-recovery-centers; use the FEMA app for smart phones; or call the Helpline.

Survivors in 8 Counties Eligible to Apply for Assistance

Homeowners, renters and business owners who have uninsured or underinsured losses because of Hurricane Florence in **Chesterfield, Darlington, Dillon, Florence, Georgetown, Horry, Marion and Marlboro** Counties may apply for disaster assistance.

Don't Wait, Clean Up

Do not wait for a flood insurance adjuster or home inspector to come to your home. ***Clean up debris as soon as possible.***

For free help with debris cleanup and removal from local relief agencies in South Carolina call the Crisis Cleanup hotline at **843-212-0552** or visit <https://www.crisiscleanup.org/>.



Registering for Disaster Assistance

If you have a homeowner's or flood insurance policy, file your insurance claim immediately before applying for disaster assistance. Get the process started quickly. The faster you file, the faster your recovery can begin. The deadline to register is Nov. 20, 2018.

If you are unable to live in your home because of disaster damage, visit DisasterAssistance.gov, or call **800-621-3362 (800-462-7585 TTY)** (multilingual operators are available; press 2 for Spanish). You can learn about state, voluntary and local organizations in your community that can address your immediate needs and you can register with FEMA for possible federal assistance.

- The toll-free numbers are open from **7 a.m. to 10 p.m. ET, seven days a week.**
- Download the FEMA mobile app, available for Apple and Android mobile devices, at www.fema.gov/mobile-app. You can receive real-time weather alerts, emergency safety tips, find emergency shelters and register for disaster assistance.

Home Inspections after FEMA Registration

Applicants for federal disaster assistance may be contacted by a FEMA-contracted housing inspector to schedule an inspection to verify disaster-related damage. Inspectors may contact survivors by phone, text or email, depending upon the contact information provided at registration.

On the day of the inspection, applicants should ask the inspector to show a FEMA photo ID badge. If an inspector refuses to show FEMA photo identification, do not allow the inspection. Disasters often bring out scam artists who prey on the needs of disaster survivors.

Disaster Survivor Assistance Teams in South Carolina

FEMA Disaster Survivor Assistance teams are working in South Carolina areas affected by Hurricane Florence, but survivors with uninsured or underinsured losses should not wait for one of these teams to arrive before they register with FEMA.



DSA teams are equipped with latest mobile technology allowing them to register survivors for disaster assistance, update their records and make referrals to community partners. Team members tailor the information and services they provide to the individual survivor's needs.

By the Numbers

- Individuals and Households Assistance approved: more than **\$16.3 million** for **4,069** applicants
 - Housing Assistance approved: more than **\$14.4 million**
 - Other Needs Assistance approved: more than **\$1.8 million**
- NFIP claims paid: more than **\$14.1 million**
- SBA disaster loans approved: more than **\$12.6million**
 - Homes loans: more than **\$12.1 million**
 - Business loans: **\$396,400**
 - Economic Injury loans: **\$169,900**
- Inspections completed: **11,150**
- Disaster Recovery Centers open: **7**
 - Cumulative visits: **2,109**

FEMA Individuals and Households Assistance by County

County	Total IHP Approved	Housing Assistance Approved	Other Needs Assistance Approved
Chesterfield	\$458,000	\$398,000	\$60,000
Darlington	\$198,000	\$173,000	\$25,000
Dillon	\$1,885,000	\$1,386,000	\$499,000
Florence	\$47,000	\$37,000	\$11,000
Georgetown	\$180,000	\$145,000	\$36,000
Horry	\$10,430,000	\$9,655,000	\$775,000
Marion	\$2,211,000	\$1,919,000	\$292,000
Marlboro	\$923,000	\$771,000	\$153,000

U.S. Small Business Administration (SBA)

Six U.S. Small Business Administration (SBA) Business Recovery Centers have opened in South Carolina. Centers provide information about disaster loans, answer questions and assist applicants in completing the SBA application. Center locations and schedule:

<p style="text-align: center;"><u>Chesterfield County</u> Northeastern Technical College 1201 Chesterfield Highway Building 200, Room 210 Cheraw, SC 29520</p> <p>Hours: Weekdays, 8:30 a.m. – 5 p.m. Saturdays, 9 a.m. - 1 p.m. Closed: Sundays</p>	<p style="text-align: center;"><u>Dillon County</u> City of Dillon Wellness Center 1647 Commerce Drive Dillon, SC 29536</p> <p>Hours: Weekdays, 9 a.m. – 6 p.m. Saturdays, 9 a.m. - 1 p.m. Closed: Sundays</p>
<p style="text-align: center;"><u>Florence County</u> Florence Area SBDC Florence-Darlington Technical College 2715 W. Lucas St. Ready SC Building, Classroom 2 Florence, SC 29501-0548</p> <p>Hours: Weekdays, 8:30 a.m. – 5 p.m. Closed: Saturdays and Sundays</p>	<p style="text-align: center;"><u>Horry County</u> Conway Chamber of Commerce 203 Main Street Conway, SC 29526</p> <p>Hours: Weekdays, 9 a.m. – 5 p.m. Saturdays, 9 a.m. - 1 p.m. Closed: Sundays</p>

<p><u>Marion County</u> Marion County Administration Building Room 118 2523 East Highway 76 Marion, SC 29571</p> <p>Hours: Weekdays, 8:30 a.m. – 5 p.m. Closed: Saturdays and Sundays</p>	<p><u>Marlboro County</u> Marlboro County Economic Development Partnership Office 214 East Market Street Bennettsville, SC 29512</p> <p>Hours: Weekdays, 8:30 a.m. – 5 p.m. Closed Saturdays and Sundays</p>
---	--

Rebuilding Advice Available at Home Improvement Stores in Horry County

FEMA mitigation specialists are in home improvement stores in Myrtle Beach and Murrells Inlet to offer advice on how to repair and rebuild structures to be safer and stronger.

This information is geared toward do-it-yourself homeowners and general contractors. Recovery topics to be covered include flood insurance, elevating utilities and rebuilding flooded homes. For more information on strengthening buildings visit www.fema.gov/what-mitigation.

FEMA advisers will be available at these locations on these days and times:

County	Location	Dates
Dillon	Ace Hardware of Dillon 205 W. Main St. Dillon, SC 29536	<u>Friday, Oct. 12 to Tuesday, Oct. 16</u> Monday, Friday, & Saturday: 8:00 a.m.-6:30 p.m. Sunday: 8:00 a.m.-2:30 p.m. Tuesday: 8:00 a.m.-4:30 p.m.
Horry	Home Depot #1116, 951 Oak Forest Lane, Myrtle Beach, SC 29577	<u>Friday, Oct. 12-Tuesday, Oct. 16</u> Monday, Friday, & Saturday: 8:00 a.m.-6:30 p.m. Sunday: 8:00 a.m.-2:30 p.m. Tuesday: 8:00 a.m.-4:30 p.m.
Horry	Home Depot #1122, 12262 Hwy. 17 Bypass, Murrells Inlet, SC 29576	<u>Friday, Oct. 12 - Tuesday, Oct. 16</u> Monday, Friday & Saturday: 8:00 a.m.-6:30 p.m. Sunday: 8:00 a.m.-2:30 p.m. Tuesday: 8:00 a.m.-4:30 p.m.
Horry	Lowe’s #0410, 1160 Seaboard St., Myrtle Beach, SC 29577	<u>Friday, Oct. 12 - Tuesday, Oct. 16</u> Monday, Friday & Saturday: 8:00 a.m.-6:30 p.m. Sunday: 8:00 a.m.-2:30 p.m. Tuesday: 8:00 a.m.-4:30 p.m.

National Flood Insurance Program

FEMA's National Flood Insurance Program (NFIP) is allowing advance payments to policyholders on their flood insurance claims. When a policyholder contacts their insurer, the policyholder can receive an advance payment of up to \$5,000 on a flood claim, without an adjuster visit or additional documentation. For information on how to submit a flood insurance claim, go online to <https://www.fema.gov/nfip-file-your-claim>.

The NFIP Support Call Center provides customer service to survivors, policy holders, adjusters, agents and the general public regarding all areas of the NFIP, call **800-427-4661** or for direct policy info **800-638-6620**.

Volunteering and Donating

To get involved in response and recovery efforts, or to donate money or connect with an established voluntary organization, visit www.scemd.org/recover/volunteer-and-donate/.



For more information on Hurricane Florence and South Carolina recovery, visit the S.C. Emergency Management Division website at scemd.org, on social media ([@SCEMD](https://twitter.com/SCEMD) on Twitter, Facebook and Instagram), or FEMA's Hurricane Florence disaster webpage at www.fema.gov/disaster/4394, or Facebook at www.facebook.com/FEMA, and the FEMA Region 4 Twitter account at twitter.com/FEMARegion4.