

**Texas Department of Insurance**  
**Assistance to Consumers – Disaster Insurance Assistance Reference Checklist**

Use LA DOI web link for company or agent information.  
Check our Katrina website for listing of current telephone numbers.

**Does the consumer own a home?**    Yes\_\_\_\_        No\_\_\_\_

Homeowners insurance:

Name of Insurance Company\_\_\_\_\_

Telephone numbers \_\_\_\_\_

May be able to check with mortgage company to determine insurer.

**Louisiana Citizens Property Insurance Corporation (Louisiana Fair Plan)**  
**800-931-9548 or 1-225-293-5900**

**Does the consumer have renters insurance?**        Yes\_\_\_\_        No\_\_\_\_

Renters Insurance: (contents coverage)

Name of Insurance Company\_\_\_\_\_

Telephone numbers \_\_\_\_\_

**Does the consumer have flood insurance?**        Yes\_\_\_\_        \*No\_\_\_\_

Flood insurance:        Dwelling\_\_\_\_ Contents\_\_\_\_

Name of Insurance Company\_\_\_\_\_

Telephone numbers \_\_\_\_\_

If flood carrier unknown, call NFIP at **800-427-4661**.

**\*See back of this page for additional flood questions.**

**Does the consumer own a car?**        Yes\_\_\_\_        No\_\_\_\_

Auto insurance:        Full Coverage\_\_\_\_        Liability Only\_\_\_\_

Name of Insurance Company\_\_\_\_\_

Telephone numbers \_\_\_\_\_

Only comprehensive (full coverage) will provide coverage for flood claims.

**Other Insurance considerations**

Health Insurance

Credit Property Insurance

Long-Term Care Insurance

Credit Life Insurance

Boat Insurance

Commercial Property Insurance

Workers' Compensation

Disability Insurance

Life Insurance

Involuntary Unemployment Insurance

Credit Involuntary Unemployment Insurance

Name of Insurance Company\_\_\_\_\_

Telephone numbers \_\_\_\_\_

## Texas Department of Insurance

Name of Insurance Company \_\_\_\_\_

Telephone numbers \_\_\_\_\_

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Please keep this contact sheet. If you have problems with your insurance company or agent, please contact the state insurance department.

### **Texas Department of Insurance Consumer Help Line**

**800-252-3439** (general insurance issues)

**800-372-7713** (workers' compensation issues)

<http://www.tdi.state.tx.us/consumer/katrina.html>

### **Louisiana Department of Insurance Consumer Help Line**

**800-259-5300**

<http://www.lidi.la.gov/HurricaneKatrina.htm>

### **Louisiana Citizens Property Insurance Corporation**

**800-931-9548**

### **Mississippi Department of Insurance Consumer Help Line**

**866-856-1982**

<http://www.doi.state.ms.us/>

### **Alabama Department of Insurance Consumer Help Line**

**800-433-3966**

**334-241-4141** (outside Alabama)

<http://www.aldoi.gov/currentnewsitem.aspx?ID=594>

### **Help Us Prevent Fraud**

If you suspect fraud regarding a Hurricane Katrina insurance or workers' compensation claim, please contact the Texas Department of Insurance at:

**Insurance Fraud Toll-Free Hotline – 1-888-327-8818**

Online Fraud Reporting for Insurance Companies at <http://www.tdi.state.tx.us/fraud/frsiufrpt.html>

Online Fraud Reporting for Consumers at <http://www.tdi.state.tx.us/fraud/onlinereport.html>

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### **Additional Flood Questions:**

Did you live in Louisiana during Hurricane Lili or in Louisiana, Mississippi, or Alabama during Tropical Storm Isidore?

If yes, did you live in a flood plain?

And

Did you receive a grant from FEMA?

If “yes” to all, it is possible that FEMA purchased a 3-year group flood insurance policy for the consumer. Call NFIP if there is a possibility that the consumer may have flood insurance to verify coverage.