General Resources for Consumers and Businesses Affected by Storms or Natural Disasters

Better Business Bureau understands that the days after a disaster are a stressful time for victims; therefore, we have compiled the below list of helpful resources to aid you in your clean-up efforts.

- If you have downed power lines or broken gas lines, contact your service provider or call 911 if an immediate danger exists.
- Check with your insurance company about policy coverage and specific filing requirements.
- For general questions regarding the reliability of a business, contact the BBB at www.bbb.org (locally at www.newyork.bbb.org or 212-533-6200).
- Contact your local business licensing agency, often the Department of Consumer Affairs, to ensure that a business is registered and licensed to do work in your area. Also ask if your locality requires additional licensing for clean-up after a disaster.
- For information on clean-up related to potentially harmful chemicals, contact the New York State Department of Environmental Conservation at (http://www.dec.ny.gov/).
- To find out about possible road closures and detours, contact the New York State Department of Transportation (www.dot.ny.gov/).
- For general questions or complaints related to insurance, contact the New York State Department of Financial Services (www.dfs.ny.gov/).
- For general advice on coping after a disaster, contact the Federal Emergency Management Agency (FEMA) at 1-800-621-FEMA (3362) or www.fema.gov.

Disaster victims should never feel forced to make a hasty decision or to choose an unknown contractor. Start With Trust. For reliable information, lists of BBB Accredited Businesses by industry, BBB Business Reviews and advice you can trust, visit www.bbb.org or call (212) 533-6200.