



# DISASTER ASSISTANCE

## Federal Disaster Loans for Homeowners, Renters and Businesses of All Sizes

***The right information can help you  
get the disaster assistance you need***

***I registered with the Federal Emergency Management Agency (FEMA) and then I received a disaster loan application from the U. S. Small Business Administration (SBA). I don't have a small business, so why do I need to apply to SBA?*** Homeowners, renters, and non-farm businesses of all sizes (including rental properties and aquaculture businesses) whose property was damaged by **Hurricane Isaac which occurred August 26 through September 10**, should apply for a low-interest SBA disaster loan. For disaster damage to private property that is not fully covered by insurance, the basic form of Federal disaster assistance is an SBA disaster loan. SBA is the primary source of Federal money for long-term disaster recovery.

***I was told by a disaster official that my damages are not eligible. Therefore, I can't apply for an SBA disaster loan.***

If you received this mailing, you probably are eligible

to apply to SBA for a disaster loan. Homeowners, renters, and non-farm businesses of all sizes (including rental properties and aquaculture businesses) are eligible to apply to SBA for funds to meet repair costs not fully covered by insurance. You should apply to SBA and give us a chance to try and help you.

***My homeowner's or flood insurance will cover my loss. Why do I need to apply for an SBA disaster loan?***

In past disasters, SBA has learned that many property owners can't recover all of their rebuilding costs from their insurance settlement. That's because of policy limits, actual replacement costs that exceed what the policy covers, the extra costs of code required upgrades

imposed after the disaster, deductibles and other factors. Even people who believe they have complete insurance coverage often find they have a substantial shortfall and they need additional financial help. That's where a disaster loan from SBA can help. It can cover the costs that aren't fully covered by your flood or homeowner's insurance policies.

***I have homeowners' insurance and I know I am going to get some insurance money, but I don't know how much or when. Should I find out how much my insurance settlement will be before applying for a disaster loan?***

No, you don't need to wait for an insurance settlement before filing your application. SBA can lend you the full amount of your damages (up to our lending limits) even before you receive your insurance recovery. Then you can use the insurance funds to reduce the balance of your SBA disaster loan.

***Can I use my insurance recovery money to voluntarily pay off my mortgage?***

If your mortgage lender requires that you apply your insurance recovery to the mortgage, you should obtain an official

letter from your lender clearly stating they require you to apply your insurance proceeds to your mortgage. If your mortgage lender does not require it, but you voluntarily pay off your mortgage anyway, SBA may reduce your eligible loss by the amount you voluntarily paid to your lender.

***I have already received money from FEMA. Can I still apply to SBA for a disaster loan?***

Yes, FEMA has provided temporary housing money to many homeowners and renters. If your home was destroyed or was not habitable, you may have received money to pay for temporary accommodations elsewhere. If your home was not livable, you may have received



**Homeowners, renters, and businesses of any size may need an SBA disaster loan to get back on their feet quickly**

money to pay for essential repairs so you could stay there. In both cases, FEMA funds were not intended to pay for all the costs of repairing your damaged home, or for replacing your personal property. SBA disaster loans are available to cover the amount of your repair and replacement costs not covered by FEMA funds, insurance or other recoveries.

***I don't know how much it will cost to repair or rebuild yet. Should I find out first before applying for a disaster loan?***

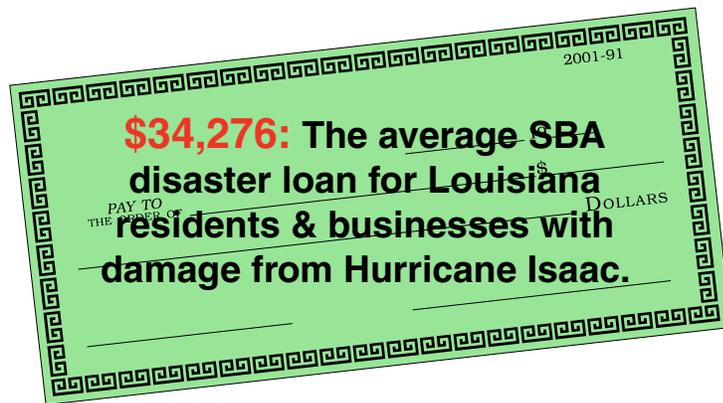
No, you don't need to know how much your repairs will cost before applying for an SBA disaster loan, and you don't need a contractor's estimate. Also, you don't need to wait for an insurance settlement. After you apply, SBA will inspect your property and prepare an estimate of your repair costs.

***I have good credit and I can borrow from my bank. Will I qualify for a disaster loan?***

Having a good credit record and a good income does *not* disqualify you from receiving a disaster loan. Paying for disaster repairs is an unplanned expense, and most people need some help to get back on their feet quickly.

October						
Sun	Mon	Tues	Wed	Thur	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	<b>30</b>	31			

**The deadline to apply for SBA disaster assistance is October 30, 2012.**



***I don't think I can afford a loan. Why should I apply?***

If you are a homeowner or renter and SBA determines you cannot afford a loan, SBA will refer you to FEMA's Other Needs Assistance (ONA) program. The ONA program is a safety net available only to individuals and families, and is *not* available to businesses. It is intended to help meet essential needs not met by any other form of assistance, including SBA disaster loans. Please note that if you have an SBA disaster loan application, you cannot be referred to the ONA program unless you return your loan application to SBA and SBA determines you cannot qualify for a loan.

**You may be surprised to know that SBA disaster loans have affordable terms**

***I already have a mortgage and I can't afford another loan. Can SBA help me?***

SBA tries to make a disaster loan fit within the budget of each disaster victim. Moreover, when your property is substantially damaged and you need help to pay both your mortgage and your repair costs, SBA may be able to refinance your mortgage. In such cases, an SBA disaster loan can both pay off the pre-disaster mortgage and fund the disaster repairs. Often the disaster loan will have a monthly payment about the same as your mortgage payment before the disaster. If you think you need this kind of assistance, you should discuss your case directly with an SBA representative.

***I have questions about the loan application paperwork. Will SBA help me complete the paperwork?***

Yes, you should visit with an SBA representative at one of the disaster centers listed in this mailing. You may stop by at your convenience, and you don't need an appointment. SBA is eager to meet with you to answer your questions, discuss any concerns you have, and help you complete your loan application. If you can't meet with us in person, you may call our toll free telephone number (800) 659-2955 to get help.



## Let us help you with your application

*No appointment is necessary.* SBA representatives are at the locations listed below to meet with you to:

- explain how SBA may help you recover from this disaster;
- answer all your questions;
- help you prepare your disaster loan application.

You may apply online via SBA's secure Web site at <https://disasterloan.sba.gov/ela>.

Information and applications are also available from SBA's Customer Service Center.

You may call (800) 659-2955, e-mail [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov),

or visit SBA's Web site at [www.sba.gov/services/disasterassistance](http://www.sba.gov/services/disasterassistance).

Hearing impaired individuals may call (800) 877-8339.

## ***SBA is providing one-on-one service at the following locations:***

**All centers are currently open Mondays through Saturdays, 8 am to 6 pm**

*These hours and locations are subject to change.*

*Please call (800) 659-2955 to confirm hours and locations.*

### **JEFFERSON PARISH**

Disaster Recovery Center  
Grand Isle Multiplex Center  
3101 LA Highway 1  
Grand Isle, LA 70358

### **JEFFERSON PARISH**

Disaster Recovery Center  
Cherokee City Community Center  
530 West Bluff Street  
Lafitte, LA 70067

### **PLAQUEMINES PARISH**

Disaster Recovery Center  
Belle Chasse Auditorium  
8398 Highway 23  
Belle Chasse, LA 70037

### **PLAQUEMINES PARISH**

Disaster Recovery Center  
Bethlehem Baptist Church  
111 Bethlehem Street  
Braithwaite, LA 70040

### **PLAQUEMINES PARISH**

Disaster Recovery Center  
Plaquemines Parish Gov't Center  
28028 Highway 23  
Port Sulphur, LA 70083

### **ST. BERNARD PARISH**

Disaster Recovery Center  
Frederick J. Sigur Civic Center  
3220 Jean Lafitte Parkway  
Chalmette, LA 70043

### **ST. JOHN THE BAPTIST PARISH**

Disaster Recovery Center  
1931 West Airline Highway  
La Place, LA 70068

### **ST. TAMMANY PARISH**

Disaster Recovery Center  
Mandeville Public Works Dept.  
1100 Mandeville High Boulevard  
Mandeville, LA 70471

### **ST. TAMMANY PARISH**

Disaster Recovery Center  
St. Tammany Admin Complex  
Tower Building  
520 Old Spanish Trail  
Slidell, LA 70458

***To receive the best service, we urge you to bring your loan application to one of the centers listed above.***

If this is not convenient, please mail it to:

SBA Disaster Assistance  
Loan Processing & Disbursement Center  
14925 Kingsport Road  
Ft. Worth, TX 76155-2243



# Disaster Assistance

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Homeowners, Renters and Businesses of all Sizes

## *Disaster Assistance Available to Louisiana Businesses*

### **BUSINESS RECOVERY CENTERS**

#### Jefferson Parish

Business Recovery Center (BRC)  
JEDCO  
700 Churchill Parkway  
Avondale, LA 70094

*Mondays and Tuesdays  
8:30 am to 4:30 pm*

#### Jefferson Parish

Business Recovery Center (BRC)  
UNO Jefferson Center  
3330 North Causeway Boulevard, Suite 422  
(at the rear door of the building)  
Metairie, LA 70002

*Mondays through Fridays  
8:30 am to 4:30 pm*

#### Jefferson Parish

Business Recovery Center (BRC)  
Coastal Communities Consulting  
Hong Kong Shopping Center  
925 Behrman Highway, Suite 17  
Terrytown, LA 70056

*Thursdays and Fridays  
8:30 am to 4:30 pm*

#### Orleans Parish

Business Recovery Center (BRC)  
JOB 1 Business and Career Solution  
Center - Goodwill Building  
3400 Tulane Avenue, Suite 2400  
New Orleans, LA 70119

*Mondays and Tuesdays  
8:30 am to 5:00 pm*

#### Plaquemines Parish

Business Recovery Center (BRC)  
Seedco Financial  
Fisheries Assistance Center  
8018 Hwy 23 (Regions Bank Building)  
Belle Chasse, LA 70037

*Mondays through Fridays  
8:30 am to 4:00 pm*

#### St. Bernard Parish

Business Recovery Center (BRC)  
Gulf Coast Bank & Trust  
1801 East Judge Perez Drive  
Chalmette, LA 70043

*Mondays, Tuesdays & Wednesdays  
9:00 am to 4:30 pm*

#### St. John the Baptist Parish

Business Recovery Center (BRC)  
Business Resource Center  
2015 West Airline Highway  
LaPlace, LA 70068

*Thursdays through Fridays  
8:30 am to 5:00 pm*

#### St. Tammany Parish

Business Recovery Center (BRC)  
St. Tammany EDF  
21489 Koop Drive  
Mandeville, LA 70471

*Mondays and Tuesdays  
8:30 am to 4:00 pm*

#### St. Tammany Parish

Business Recovery Center (BRC)  
City Hall, Mayor's Office  
2055 Second Street, 2nd Floor  
Slidell, LA 70458

*Thursdays and Fridays  
8:30 am to 4:00 pm*

#### **Services offered (no charge for any services, no appointment needed):**

- ▶ Assistance in applying for low-interest Federal disaster loans from SBA
- ▶ Counseling for financial, accounting, marketing and other post-disaster challenges
- ▶ Management and technical assistance
- ▶ Business planning to help business owners re-establish their operations and plan for their future
- ▶ Help in reconstructing damaged or destroyed business records