



# Hurricane Florence Relief Addendum

This guide contains a list of Frequently Asked Questions  
for persons affected by Hurricane Florence.

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As of September 18, 2018

## DISCLAIMER

*The information provided in the preceding "Harvey Crisis Response Guide" was prepared in August 2017 in connection with Hurricane Harvey relief efforts. Thus, much of the information is specific to the state of Texas. Although the information in the "Harvey Crisis Response Guide" may generally be applicable to persons impacted by Hurricane Florence, the riders that follow contain information that is specific to persons affected by Hurricane Florence in the state of South Carolina.*

*The information that follows provides general information that may or may not be applicable in individual circumstances. It is not intended as legal advice. For legal advice in specific circumstances, please consult your own lawyer.*

# 01 FEMA

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## SHOULD I APPLY FOR ASSISTANCE?

- If you have sustained damage or loss because of Hurricane Florence, you should apply for assistance.
- File for FEMA assistance even if you know that you are not eligible for immediate disaster assistance, because it is sometimes the first step for receiving other forms of relief (e.g., an SBA loan).
- File for FEMA assistance even if you don't think you need it at this time. This can help document your damage in case you later need FEMA help.

## HOW DO I APPLY FOR ASSISTANCE?

- Registering online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) is the quickest way to register for FEMA assistance. FEMA has also established a specific site for Hurricane Florence information at <https://www.fema.gov/hurricane-florence>. This website will assist in tracking updates and requests from FEMA as well as determining whether you are eligible for FEMA assistance.
- You can also use the FEMA mobile app, which can be downloaded at [www.fema.gov/mobile-app](http://www.fema.gov/mobile-app).
- If you are unable to access the internet, you can also call **(800) 621-3362**.

## WHAT DO I DO IF I AM DENIED ASSISTANCE?

- Do not worry - there are many reasons you might have been denied. A denial does not mean you are not eligible for assistance. You will have 60 days to file an appeal. Before filing an appeal, speak with a disaster legal services attorney, who may be able to assist you with preparing an appeal properly.

## CAN I KEEP TRACK OF FEMA UPDATES VIA SOCIAL MEDIA?

- Yes, FEMA has set up various channels of communication using various social media outlets.

Links to these channels are below:

- [@fema](#)
- [@femaregion3](#)
- [@femaregion4](#)
- [FEMA Facebook](#)
- [FEMA en Español](#)
- [@VAemergency](#)
- [@NCEmergency](#)
- [@SCEMD](#)

## WHICH COUNTIES HAVE BEEN DESIGNATED ELIGIBLE FOR INDIVIDUALS TO RECEIVE ASSISTANCE FROM FEMA?

- As of the time of publication, FEMA has not yet designated counties eligible to receive assistance. FEMA will update this information at <https://www.fema.gov/hurricane-florence>. Please continue to monitor the FEMA website to see if your county has been added.

## WHAT ELSE?

- Be sure to claim the total value of your damaged house or property even if it's more than FEMA or insurance limits.
- When FEMA gives you money, they will tell you how you should use it. Only use FEMA money for the things FEMA tells you to spend it on.
- Keep all papers received from FEMA, and all receipts showing how you spent the money from FEMA, for at least three years.
- Consider applying for other benefits such as disaster unemployment benefits and disaster food stamps if possible to supplement the FEMA money.
  - For information about disaster unemployment assistance, please contact the South Carolina Department of Employment and Workforce, at <https://dew.sc.gov/>.
  - For information about food assistance for disaster relief, please visit The Emergency Food Assistance Program (TEFAP):  
<https://dss.sc.gov/assistance-programs/food-and-nutrition-programs/the-emergency-food-assistance-program-tefap/>
- The U.S. Department of Housing and Urban Development (HUD) may determine additional foreclosure relief, if necessary. Visit the HUD website at: [portal.hud.gov/hudportal/HUD?src=/info/disasterresources](http://portal.hud.gov/hudportal/HUD?src=/info/disasterresources).

# 02 INSURANCE

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- The South Carolina Department of Insurance provides resources and information regarding Hurricane Florence at: <https://www.doi.sc.gov/847/Hurricane-Preparedness>.
- DOI also has tips for filing flood insurance claims at: <http://www.doi.sc.gov/DocumentCenter/View/8503/Tips-for-Filing-Flood-Insurance-Claim--FEMA>

# 03 RENTERS' RIGHTS

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The South Carolina Residential Landlord and Tenant Act grants tenants certain rights related to cancellation of a lease or rent reduction that may apply following a disaster:

SECTION 27-40-650. Fire or casualty damage.

(a) If the dwelling unit or premises are damaged or destroyed by fire or casualty to the extent that normal use and occupancy of the dwelling unit is substantially impaired, the tenant may:

- (1) immediately vacate the premises and notify the landlord in writing within seven days thereafter of his intention to terminate the rental agreement, in which case the rental agreement terminates as of the date of vacating; or
- (2) if continued occupancy is lawful, vacate any part of the dwelling unit rendered unusable by the fire or casualty, in which case the tenant's liability for rent is reduced in proportion to the diminution in the fair-market rental value of the dwelling unit.

(b) Unless the fire or casualty was due to the tenant's negligence or otherwise caused by the tenant, if the rental agreement is terminated, the landlord shall return security recoverable under Section 27-40-410 and all prepaid rent. Accounting for rent in the event of termination or apportionment must be made as of the date of the fire or casualty. A landlord may withhold the tenant's security deposit or prepaid rent if the fire or casualty was due to the tenant's negligence or otherwise caused by the tenant; however, if the landlord withholds a security deposit or prepaid rent, he must comply with the notice requirement in Section 27-40-410(a).

See <https://www.scstatehouse.gov/code/t27c040.php>.

You should read your lease carefully, and you should consult a lawyer with specific questions and for questions regarding disaster-related evictions or the South Carolina Residential Landlord and Tenant Act.

The South Carolina Bar has also provided general tenant-landlord information at:

- <https://www.scbar.org/public/get-legal-help/common-legal-topics/rights-and-duties-of-tenants/>
- <https://www.scbar.org/public/get-legal-help/common-legal-topics/eviction/>

# 04 REPLACING IMPORTANT DOCUMENTS

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## HOW DO I REPLACE MY DRIVER'S LICENSE?

- You can order a duplicate driver's license online, provided that you have not purchased a duplicate license online within the past 12 months.  
<http://www.scdmvonline.com/Driver-Services/Drivers-License/Replace-License>
- You also can visit a South Carolina DMV location
  - You will need to fill out an Affidavit for a Lost/Surrendered Driver's License AND an Application for a Driver's License
- Pay the required fee

## HOW DO I REPLACE MY FOOD STAMPS OR EBT CARD?

- Visit the South Carolina Multi-Agency Partnership Portal at <https://scmapp.sc.gov>
- You also can visit an office of the South Carolina Department of Social Services; to find a location, visit <https://dss.sc.gov/contact/>
- For help with TANF/SNAP:
  - Call **(800) 616-1309**
  - Call the South Carolina Department of Social Services' Emergency Information System Number: **(803) 898-7851**

## HOW DO I REPLACE A BIRTH OR DEATH CERTIFICATE OR MARRIAGE LICENSE?

You can replace these documents by phone, online, mail, in person, or by drop-off.

- Online: <https://www.vitalchek.com/vital-records/south-carolina/south-carolina-vital-records>
  - You will need to provide:
    - A \$17 non-refundable standard searching fee
    - A \$10.50 additional charge to pay for the services of VitalChek
    - Shipping fees should you choose to have your record sent to you by UPS rather than regular U.S. mail
  - Only the person named on the birth certificate may order through VitalChek.
- Phone: **(877) 284-1008**
  - You will need to provide:
    - A \$17 non-refundable standard searching fee
    - A \$10.50 additional charge to pay for the services of VitalChek
    - Shipping fees should you choose to have your record sent to you by UPS rather than regular U.S. mail
  - Only the person named on the birth certificate may order through VitalChek.

- Mail
  - Submit your completed application form, a \$12 non-refundable fee, and a copy of a valid photo ID
  - Mail to: DHEC Vital Records, 2600 Bull Street, Columbia, SC 29201
- In-Person
  - You will need to provide:
    - A completed application form
    - A \$12 non-refundable standard searching fee
    - \$3 for each additional copy
    - A valid government, school or employer issued photo ID.
  - Where to Go:
    - DHEC State Vital Records Office, Columbia - Issues long form birth certificates; initiates and completes corrections.
    - Office Hours: 8:30 a.m. - 4:00 p.m.
    - Telephone: **(803) 898-3630**
    - Address: 2600 Bull Street, Columbia, SC 29201
  - Regional Vital Records Offices - Issues long form birth certificates; initiates corrections.
    - Locations: <https://scdhec.gov/vital-records/office-locations>
- Drop-off
  - Currently offered only at the Richland County State Office
  - You will need to provide:
    - A completed application form
    - A \$12 non-refundable search fee (search fee includes one certified copy of the birth certificate if located). Each additional copy is \$3. They accept exact cash, or a money order or cashier's check made payable to S.C. DHEC.
    - A valid government, school or employer-issued photo ID.
- Additional information:
  - They will give you a receipt when you drop off your request.
  - You can have your birth certificate mailed to you or you can pick it up at the Columbia State Office.
- Where to go:
  - DHEC State Vital Records Office, Columbia
  - Office Hours: 8:30 a.m. - 4:00 p.m.
  - Telephone: **(803) 898-3630**
  - Address: 2600 Bull Street, Columbia, SC 29201

# 05 AVOIDING HOME REPAIR FRAUD

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## GET INFORMATION ON CONTRACTORS; REPORT BAD CONTRACTORS

- The South Carolina Department of Consumer Affairs provides resources to help consumers avoid fraud, and has disaster-specific resources, at [www.consumer.sc.gov](http://www.consumer.sc.gov).
- Contact the Department of Consumer Affairs to research a contractor before hiring them or to file a complaint against a contractor at **(800) 922-1594**.

# 06 OTHER RESOURCES

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## AMERICAN RED CROSS

- Register as safe and well: [www.safeandwell.communityos.org](http://www.safeandwell.communityos.org)
- Find a shelter:  
[www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter](http://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter)

## LEGAL AID

- Disaster Legal Aid: [www.disasterlegalaid.org](http://www.disasterlegalaid.org)
- South Carolina Legal Services: [www.sclegal.org](http://www.sclegal.org) or **(888) 346-5592**

## APPLY FOR SNAP BENEFITS, MEDICAID, ETC.

- <https://scmapp.sc.gov>

## NATIONAL CENTER FOR MISSING AND EXPLOITED CHILDREN

- To report a missing child call **(866) 908-9570**
- [www.missingkids.com](http://www.missingkids.com)

## DISASTER DISTRESS HELPLINE

- Call **(800) 985-5990** or text **TalkWithUs** to **66746** if you are in emotional distress from disaster.
- [www.samhsa.gov/find-help/disaster-distress-helpline](http://www.samhsa.gov/find-help/disaster-distress-helpline)



## INTERNAL REVENUE SERVICE

- The IRS is providing tax relief for victims of Hurricane Florence. The IRS is offering this relief to any area designated by FEMA as qualifying for individual assistance. Currently, this only includes parts of North Carolina, but taxpayers in localities added later to the disaster area, including those in other states, should automatically receive the same filing and payment relief. The current list of eligible localities is available at <https://www.irs.gov/newsroom/help-for-victims-of-hurricane-florence>.

## SOCIAL SECURITY ADMINISTRATION

- To find the nearest open Social Security office or alternative pick-up location, call **(800) 772-1213** or **TTY (800) 325-0778**.

## ADDITIONAL INFORMATION FROM THE SOUTH CAROLINA EMERGENCY MANAGEMENT DIVISION

- Recovery Programs (including help for individuals): [www.scemd.org/recover/](http://www.scemd.org/recover/)

## HELP WITH PRICE GOUGING AND SCAMS:

- Contact the South Carolina Department of Consumer Affairs at **(800) 922-1594**.

## ADDITIONAL INFORMATION FROM THE FEDERAL GOVERNMENT

- <https://www.fema.gov/hurricane-florence>
- <https://www.disasterlegalaid.org/>

AUSTIN  
BEIJING  
BRUSSELS  
DALLAS  
DUBAI  
HONG KONG  
HOUSTON  
LONDON  
MOSCOW  
NEW YORK  
PALO ALTO  
RIYADH  
SAN FRANCISCO  
WASHINGTON

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