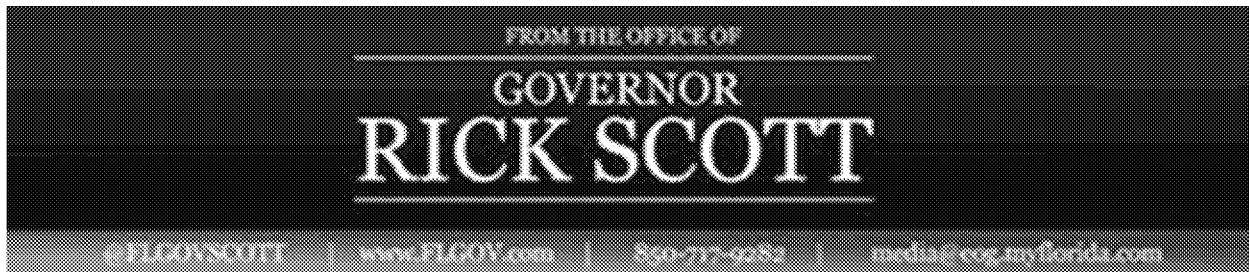


From: Governor's Press Office [Governor'sPressOffice@eog.myflorida.com]
Sent: 9/20/2017 5:28:12 PM
Subject: Gov. Scott Issues Updates on Continued Hurricane Irma Response Efforts



FOR IMMEDIATE RELEASE
September 20, 2017

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Gov. Scott Issues Updates on Continued Hurricane Irma Response Efforts

MARATHON, Fla. – Today, Governor Rick Scott is meeting with state and local officials in Monroe and Lee Counties to discuss Hurricane Irma response and recovery efforts. The Governor also visited a Hurricane Irma shelter in Monroe County with U.S. Department of Homeland Security Acting Secretary Elaine Duke.

EMERGENCY SUPPORT FUNCTIONS BY STATE EMERGENCY RESPONSE TEAM

EMERGENCY OPERATIONS CENTER

- As per standard practice, the State Emergency Operations Center (SEOC) will be activated to Level 2 at 6:00 PM tomorrow, September 21st. At Level 2, emergency support functions critical to the recovery process will continue daily operations as the state continues to closely coordinate with federal and local partners.

WATCHES AND WARNINGS

- Flood warnings are in effect across the state. To see the most current advisories in your county, click [HERE](#).

POWER AND UTILITIES

- The current power outage as of 12:00 p.m. is more than 75,000 accounts. For a full breakdown, click [HERE](#). Since the height of power outages, 6.7 million on Monday, power has been restored to more than 6.6 million accounts, which is how utility companies measure each Florida home or business. More than 98 percent of all outages have been restored by more than 30,000 restoration personnel across Florida – the largest power restoration undertaking in history for a single state.
- Do not try to handle downed power lines. Contact your local utility company to report it.
- Tampa Electric
 - Tampa Electric has restored power to the 730,000 customers affected by the storm.
- Florida Power and Light

- In total, 4.4 million customers were impacted by the storm. Power has been restored to 4,399,770 customers.
- Duke Energy
 - More than 1.3 million customers were impacted by the storm. Power has already been restored to more than 1.25 million customers.
- Gulf Power
 - Gulf Power has restored power to the 13,000 customers affected by the storm.
- Florida Electric Cooperatives Assoc.
 - More than 760,000 customers were impacted by the storm. Power has already been restored to more than 757,695 customers.
- Municipal Utilities
 - More than 800,000 customers were impacted by the storm. Power has already been restored to more than 792,000 customers.

LAW ENFORCEMENT

- FWC has more than 160 officers statewide focused on hurricane response, including responding to flooding events, security patrols, welfare checks, road debris clearance, and supporting humanitarian efforts such as handing out cases of water and meals ready to eat (MRE's).
- FWC assisted FHP clearing downed timber from their Marathon office, assisted Red Cross by escorting a convoy from Marathon to Key West, and ferried power company crews back and forth from the shore to the barge to repair power poles/lines on the waters.
- FWC officers assisted Harris Statewide Law Enforcement Radio System (SLERS) personnel in refueling a site in an orange grove that was flooded and inaccessible to typical fuel trucks. Officers helped access the site with trucks and a tractor in order to reconnect radio access for the Lake Worth and Miami dispatch centers, a key office and public safety issue.
- FWC is working with the United States Coast Guard and local governments to expedite the removal of derelict vessels, especially those hindering navigation, impacting commerce and posing a threat to the environment by assessing all vessels in coastal counties impacted by Hurricane Irma. FWC displaced vessel survey efforts are underway statewide as well as waterway marker assessments in Lee, Collier and Monroe counties.
- As a result of the Governor's Executive Order, the Florida Department of Highway Safety and Motor Vehicles (DHSMV) is waiving certain driver license and motor vehicle service fees for individuals impacted by Hurricane Irma.
- To assist with area law enforcement and traffic safety, FHP has 40 troopers assigned to Collier County, 12 troopers assigned to Monroe County, six troopers assigned to Key West Police Department, six troopers assigned to Everglades City Police and four troopers assigned to Marco Island Police Department.
- Troopers are escorting 1,375 utility trucks to areas including Collier, Desoto and Lee counties to expedite work restoring power to residents.
- FHP continues to provide multiple escorts to the Florida Keys to ensure the quick delivery of relief supplies, such as food to local supermarkets, portable toilets, water and resources with the Red Cross.
- DHSMV has deployed six Florida Licensing on Wheels (FLOW) Mobiles to provide credentialing services to customers impacted by Irma in Lee County. Yesterday, DHSMV issued 204 driver licenses/ID cards, reinstated or updated 74 credentials, issued 276 motor vehicle registrations and updated the emergency contact information for 151 customers. FLOW mobiles are in Cape Coral, Lehigh Acres, Bonita Springs and North Fort Myers.

MILITARY SUPPORT

- There are 1,200 Florida National Guard members activated and continuing to assist with recovery efforts across the state.

- Florida Guardsmen are actively operating at Points of Distribution (PODs) throughout Florida to ensure supplies are being quickly provided to those who need them.

SHELTERS

- 29 shelters are open throughout Florida with a total population of more than 1,800 individuals. 3 special needs shelters are open with a total population of 104 individuals. This number is being updated throughout the day. Visit <http://floridadisaster.org/shelters/summary.aspx> to find information on shelters in your area.
- To find information about available shelter information by county, visit floridadisaster.org/shelters. FEMA is also hosting shelter information on its mobile app which can be found at fema.gov/mobile-app.

RECOVERY BRANCH

- An aggressive recovery effort is ongoing, working with FEMA to identify and activate federal grant programs that can benefit Floridians and their communities.
- President Donald Trump's Administration expanded Major Disaster Declaration for Florida requested by Governor Scott includes individual assistance for Alachua, Baker, Bradford, Brevard, Broward, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Dixie, Duval, Flagler, Gilchrist, Glades, Hardee, Hendry, Hernando, Highlands, Hillsborough, Indian River, Lafayette, Lake, Lee, Levy, Manatee, Marion, Martin, Miami-Dade, Monroe, Nassau, Okeechobee, Orange, Osceola, Pasco, Palm Beach, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Suwannee, Union, and Volusia counties.
- Emergency Protective Measures (Category A and Category B) funded through the Federal Public Assistance Program is available for all 67 counties.

DISASTER ASSISTANCE

- The Federal Emergency Management Agency (FEMA) is encouraging individuals and families to be alert for false rumors, scams, identity theft, and fraud. For resources on how to protect yourself and your loved ones from disaster fraud, visit <https://www.fema.gov/hurricane-irma-rumor-control> or call the @FEMA Disaster Fraud Hotline at 866-720-5721.
- Residents who sustained losses in the declared counties can apply for assistance by registering online at www.DisasterAssistance.gov. Residents who suffered damages from the storm may register now, and if their county is later included in the declaration, the application will be processed automatically.
- Residents are also encouraged to download the FEMA App to begin the registration process. Simply click on Disaster Resources.
- If you do not have access to the internet, you may register by calling 1-800-621-3362 (FEMA) or 1-800-462-7585 (TTY); if you use 711 Relay or Video Relay Service call 1-800-621-3362.
- The toll-free telephone numbers will operate from 7:00 a.m. to 10:00 p.m. (local time) seven days a week until further notice.
- FEMA Disaster Recovery Centers have opened in St. Augustine and Boynton Beach, and a center will be opening in Riverview in Hillsborough County by the end of the day. More centers will continue to open in affected communities where survivors can apply for assistance and meet face-to-face with recovery specialists.
 - To find the nearest Disaster Recovery Center visit www.fema.gov/DRC, use the FEMA App or text DRC and your Zip Code to 43362 (4FEMA).
- FEMA's Operation Blue Roof Program is now available to eligible homeowners impacted by Hurricane Irma. Operation Blue Roof provides a temporary covering of blue plastic sheeting to help reduce further damage to property until permanent repairs can be made. For more information, click [HERE](#).
- Outreach teams from FEMA are canvassing Florida communities affected by Hurricane Irma. The teams are working in federally designated counties to help residents register for disaster

assistance and to quickly identify and address immediate and emerging needs. The teams can also provide application updates and referrals to additional community resources for remaining needs. For more information, click [HERE](#).

TRANSPORTATION & PUBLIC WORKS

- Tolls in Florida will be re-instated on Thursday, September 21st.
- Tolls will remain suspended on the Homestead Extension of Florida's Turnpike south of the interchange with S.R. 874 (Mile Post 0-17) to assist Monroe County residents with recovery efforts.
- FDOT debris removal crews continue to work statewide and are supporting Monroe County in the clearing of county roads.
- Governor Scott announced that the Federal Highway Administration (FHWA) has approved a \$25 million Emergency Relief (ER) Quick Release Grant to support response and recovery efforts for Florida's roadways and transportation system. This federal funding will be used to conduct emergency repairs on impacted roads, embankments, bridges or other infrastructure and help restore traffic on major roadways to ensure Florida residents and visitors can travel safely.

FUEL

- Governor Scott is taking aggressive efforts to expedite refueling statewide. For more information, please click [HERE](#).
- Port Everglades, Port Canaveral, Port of Jacksonville, and Port of Tampa are actively accepting fuel. The Florida Highway Patrol has troopers dedicated to escorting fuel resupply trucks as needed.
- Since September 6th, Governor Scott has taken the following actions to expedite fuel delivery to gas stations:
 - Directed the Florida Highway Patrol to escort fuel resupply trucks to gas stations;
 - Directed law enforcement to provide escorts to fuel station employees in evacuation zones so stations could stay open as long as possible before landfall to serve Floridians;
 - Waived the import taxes on fuel entering the state;
 - Waived weight and driver restrictions for highways so water, food, fuel and emergency supplies could be quickly brought to Florida and moved throughout the state;
 - Governor Scott and executive office staff have held daily calls with all fuel supply stakeholders, including Florida Ports;
 - Vice President Pence announced that the federal government has waived the Jones Act upon Governor Scott's request which waives additional rules and regulations to allow more fuel to get to Florida fast. This waiver ensures that all options are available to distribute fuel to Florida. The last Jones Act waiver was issued in December 2012, for petroleum products to be delivered for relief assistance in the aftermath of Hurricane Sandy;
 - Following the Governor's request, 12 states joined Florida in waiving weight and driver restrictions to move goods more quickly into the state, including fuel; and
 - Following the Governor's request, The Environmental Protection Agency (EPA) has approved an emergency fuel waiver which allows more fuel to quickly enter the state. For more information, please click [HERE](#)

PUBLIC HEALTH AND MEDICAL

- Governor Rick Scott is directing Florida Agency for Health Care Administration (AHCA) Secretary Justin Senior and Florida Department of Elder Affairs Secretary Jeffery Bragg to issue emergency rules to keep Floridians safe in health care facilities during emergencies. Pursuant to the emergency action, within the next 60 days, all assisted living facilities (ALFs)

and nursing homes must obtain ample resources, including a generator and the appropriate amount of fuel, to sustain operations and maintain comfortable temperatures for at least 96-hours following a power outage. This is based on standards already in place at all hospitals in Florida. For more information, click [HERE](#).

- The Florida Agency for Health Care Administration and the Florida Department of Health is conducting frequent and vigorous outreach to facilities every day, which includes daily calls with hospitals, nursing homes and assisted living facilities. In-person wellness checks are being conducted for facilities when contact cannot be made or any facility that reports distress. See full release [HERE](#).
 - **Assisted Living Facilities:** 66 are utilizing generators, 2,813 have power, 113 have reported as being closed, 178 have reported post-storm evacuations;
 - **Nursing Homes:** 2 are utilizing generators, 680 have power, 5 have reported being closed, 39 have reported post-storm evacuations
 - **Hospitals:** None are utilizing generators, 308 have power, 6 have reported being closed, 5 have reported post-storm evacuations
- Information regarding the Rehabilitation Center at Hollywood Hills is available [HERE](#).
- The state is holding daily calls with assisted living facilities and nursing homes to ensure they have everything they need to serve those in their care. The state is aggressively working to ensure utility companies restore power to these facilities as quickly as possible.
- The U.S. Department of Health and Human Services (HHS) has activated a program called the National Disaster Medical System (NDMS) Definitive Care Reimbursement Program to help hospitals and medical facilities providing care to patients affected by Hurricane Irma, more information [HERE](#).
- Up-to-date information on boil water notices is available online [HERE](#).
- Disaster Medical Assistance Teams have been deployed to provide healthcare services to communities in need.
- Department of Health (DOH) Environmental Health staff are conducting assessments throughout the state and epidemiology staff are monitoring emergency department surveillance to identify carbon monoxide poisonings relating to generator use.
- DOH is urging residents to avoid flood waters. Flood water may contain waste from sewage systems and septic tanks, agricultural and industrial waste and other bacteria. There may also be unseen hazards under the water in areas that received storm surge or freshwater flooding. Flood waters can also mask debris, downed power lines and other hazards.
- DOH is mobilizing additional resources to Collier County, in particular Everglades City, including 1,000 mud boots, portable shower facilities, and Tdap vaccines.
- OneBlood is urging all those who are able to visit a local blood center and donate blood to do so. They have an urgent need for platelets and O negative blood.
- APD has created a Recovery Toolkit with vital resources for customers, waiver support coordinators, and providers recovering from Hurricane Irma. It is posted on the home page of apdcares.org.
- DCF requested and FNS granted a mass replacement for 40 percent of SNAP benefits to customers approved as of September 10 in affected counties. For more information, visit the [ACCESS Florida webpage](#). DCF is processing the replacement and benefits should be available on EBT cards by September 22.
- DCF requested and FNS granted a waiver of the reporting requirement so that households in counties affected by Hurricane Irma have until September 29 to report SNAP food loss and request replacement of benefits.
- DCF and USDA provided \$133 million in Supplement Nutrition Assistance Program benefits to help replace food destroyed by the storm or due to power outages. This funding will help nearly 1.5 million households across 52 counties. More information is available at www.myflorida.com/accessflorida/.

VOLUNTEER EFFORTS

- Volunteer Florida and the Department of Management Services are seeking state employee volunteers to transport food to affected areas in Southwest and Northeast Florida beginning Friday, Sept. 15. For more information, visit www.dms.myflorida.com and click “Hurricane Irma: Volunteer to Help.”
- Governor Rick Scott activated the [Florida Disaster Fund](http://www.FloridaDisasterFund.org) to support individuals who are impacted by Tropical Storm Irma. The Florida Disaster Fund helps provide financial support to Florida’s communities in times of disaster. To make a contribution, please visit www.FloridaDisasterFund.org or text SUNSHINE to 20222 to make a one-time donation of \$10. Volunteer Florida has also engaged with Facebook to activate a donation portal online.
- Volunteer Florida’s AmeriCorps teams, including Literacy Coalition of Palm Beach County, Teach for America Jacksonville, Big Brothers Big Sisters of St. Lucie County, Northwest Florida State College, Heart of Florida United Way, Metropolitan Ministries, Florida State Parks, City Year Jacksonville, Arc Jacksonville, Polk Education Foundation, Goodwill Industries of the Big Bend, Peacemakers Family Center and the City of Orlando have provided disaster response services to Floridians. Over 385 AmeriCorps members provided disaster response service to over 8,600 individuals.
- AmeriCorps members have served in shelters, special needs shelters, answered local citizen information lines, supported crisis hotlines, volunteer reception centers, engaged in school clean up activities in Duval County, and Florida State Park cleanup in 24 Florida State Parks. Members have also conducted post landfall damage assessment, supported Florida’s Volunteer and Donations Hotline and supported citizen needs of the American Red Cross.
- Over the weekend, Volunteer Florida grantee Peacemakers Family Center worked with the Miami Dolphins to host a post- Irma food giveaway. Over 130 volunteers packed and distributed 27 pallets of food and 24 pallets of water. 1,500 vehicles passed through the distribution area, representing 6,000 individuals served.
- 15 AmeriCorps members with Volunteer Florida grantee City of Orlando deployed to the Orange County EOC to assist 350 students in need
- 14 AmeriCorps member with Volunteer Florida grantee Polk Reads deployed to the Polk County Volunteer Reception Center to serve Floridians in Central Florida
- In Central Florida, AmeriCorps members from the Heart of Florida United Way volunteered at the 211 Crisis Hotline, answering over 300 calls
- Volunteer Florida Community Emergency Response Team (CERT) of the Villages have served over 300 people in two shelters. In conjunction with the Villages Public Safety Department, 26 CERT members checked on more than 356 homes on 15 streets.
- In Collier County, CERT teams walked door to door and passed out water and tarps and did wellness checks. They are also assisting with POD (Point of Distribution) in an effort to get essentials items into the community.
- In what is the largest response in the history of the Florida Division, the Salvation Army currently has field kitchens located in Ft. Myers, Naples, Miami, northeast Florida, Sebring and Marathon with the capacity to produce 10,000-20,000 meals each. Additionally, 61 Mobile Canteens with the capacity to prepare 1,500 meals a day are currently serving hot meals across the state.
- To date, The Salvation Army Florida Division has prepared and distributed 551,058 meals, drinks, and snacks, and have made 6,319 emotional and spiritual comfort contacts with the support of more than 8,258 volunteer hours.
- To date, more than 34,392 meals have been delivered through the Red Cross.
- 160 Red Cross Emergency Response Vehicles are surveying impacted areas in the Keys distributing food to community members.

EDUCATION

- The U.S. Department of Agriculture (USDA) has accepted the Florida Department of Agriculture and Consumer Services (FDACS) request to allow all students in 48 counties designated in the FEMA Major Disaster Declaration access to free school meals through the National School Lunch Program.
- Governor Rick Scott announced that Florida Virtual School (FLVS) will provide remote access to educational resources to all Florida students who were displaced by Hurricane Irma. Additionally, FLVS will provide access to digital educational materials to help the hardest hit school districts as they work to return to normal operations.
- Please visit www.fldoe.org/irma/ to view all school closures.

ENVIRONMENTAL PROTECTION

- 101 Florida State Parks have reopened for day-use only, 66 parks remain closed to ensure visitor safety. Park service staff have formed teams to respond to impacted parks and re-open them as quickly as possible. A full list of closures can be found at <https://floridastateparks.org/content/storm-information>.
- At DEP's request, crews from Tennessee, South Carolina and North Carolina, as well as Miami Dade and Jupiter, have been deployed and are currently working on repairs along the 117-mile main line from Key Largo to Key West.
- DEP continues to coordinate with the EPA and the U.S. Coast Guard to assess facilities and respond to pollution incidents and other storm impacts.
- DEP staff have completed initial inspections to document damage to structures and the beach-dune system in Nassau, Duval, St. Johns, Brevard, St. Lucie, Indian River, Martin, Palm Beach, Broward, Miami-Dade, Volusia, Flagler, Sarasota (R-1 to R -44), Pinellas, Manatee, Franklin and Gulf counties. Staff continue to work in Charlotte, Lee and Collier counties. DEP's Beaches Program staff have completed more detailed engineering surveys and damage assessments in the northeast region, and are now in the field in the central, southeast and southwest regions.
- DEP continues to coordinate with US Army Corps of Engineers, FDOT, US Coast Guard, FWC, and FEMA on debris removal statewide. DEP contractors have mobilized to the St. Johns River region. Debris can be reported [here](#).
- Dune and beach fortification activities in St. Johns and Flagler counties that had begun in the week prior to Hurricane Irma have resumed. Fortification efforts in Volusia County were completed. To date, more than 30,000 cubic yards of sand have been placed in these areas.
- DEP has established a mutual aid system to coordinate responses between utilities, the department, and other responders. This system is active and continues to coordinate and respond to the needs of drinking and waste water facilities throughout Florida. This includes ensuring generators for lift stations, wastewater plants and other vital infrastructure operations, providing pumps for flood control measures and deploying crews to assist with drinking and wastewater facility repairs.
- DEP has issued an emergency order to ensure recovery efforts are not hampered or delayed. DEP has expanded that order for power plants to cover the entire state to assist any facility recovering from the storm and a new order to waive certain rules for fuel facilities impacted by the storm statewide. Both orders apply only to impacted facilities and have provisions to guard the environment while assisting in quick recovery of critical infrastructure. DEP expanded that order again to benefit beach fortification and repair efforts.

WATER MANAGEMENT DISTRICTS

- To protect homes and businesses in the Upper Kissimmee Chain of Lakes area, the South Florida Water Management District continues moving as much water as possible out of the region.
- SFWMD is continuing generator and fuel tank level inspections at all structures, and debris removal operations continue.

- SFWMD continues flood control operations in other impacted regions, including the Big Cypress Basin. More information can be found [here](#).
- The Southwest Florida Water Management District (SWFWMD) continues to focus on water control structure operations, flood response activities and waterway assessments.
- The St. Johns River Water Management District (SJRWMD) continues to assist Indian River County lower water levels to mitigate flooding at Blue Cypress Lake.
- The SJRWMD continues to manage the Upper St Johns River Basin to help mitigate flooding.
- The SJRWMD continues to manage flood control structures at the Ocklawaha Basin to protect private residences. This includes closure of the Apopka Dam.
- SJRWMD staff are working to inspect all levees within the District; to date, 75 percent have been inspected.
- The SJRWMD is assisting the Florida Department of Environmental Protection with debris removal within district boundaries.

BUSINESS, INDUSTRY, & ECONOMIC STABILIZATION

- Governor Rick Scott announced the state has been awarded federal Dislocated Worker Grants to provide temporary employment to Floridians affected by Hurricane Irma. The Dislocated Worker Grants, administered by the Florida Department of Economic Opportunity, provide disaster relief employment in the form of temporary jobs that support storm response and recovery efforts. For information regarding National Dislocated Worker Grants, visit your local CareerSource Center at <http://www.careersourceflorida.com/your-local-team>.
- The Florida Department of Economic Opportunity (DEO) has launched the Florida Small Business Emergency Bridge Loan Program to support businesses impacted by Hurricane Irma to provide short-term, interest-free loans to small businesses that experienced physical or economic damage during the storm. To complete an application by the Oct. 31, 2017, deadline, visit www.floridadisasterloan.org. For more information contact the Florida Small Business Development Center Network (FSBDCN) at 850-898-3489 or emailDisaster@FloridaSBDC.org.
- DEO has launched the Disaster Unemployment Assistance (DUA) Program to provide assistance to businesses and residents whose employment or self-employment was lost or interrupted as a result of Hurricane Irma. To file for DUA or for more information go to www.FloridaJobs.org or call 1-800-385-3920.
- The Florida Virtual Business Emergency Operations Center business damage assessment surveying tool has been activated for businesses to report damages resulting from Hurricane Irma. Businesses are encouraged to visit <http://flvbeoc.org/index.php>. Click on Hurricane Irma.
- A private sector hotline is available at (850) 410-1403 to respond to calls from businesses and private sector support organizations.
- Florida Restaurant and Lodging Association is encouraging lodging operators' enrollment in the FEMA Transitional Shelter Assistance Program for displaced persons. All lodging operators are encouraged to sign-up at <http://ela.corplodging.com>.
- DEO has received approval by the United States Department of Labor to implement the Disaster Dislocated Worker Program to assist with cleanup and in providing humanitarian assistance.
- DEO and FSBDCN are working with the Small Business Administration (SBA) in the opening of Business Recovery Centers (BRCs). SBA announced the opening of two BRCs in Duval County and Pinellas County on September 18, 2017 to help businesses impacted by Hurricane Irma.
 - The BRC in Duval County will be located at Beaver Street Enterprise Center, 728 Blanche Street, Bldg. 2, Jacksonville, FL
 - The BRC in Pinellas County will be located at EPiCenter-Pinellas County Economic Development Center, 13805 58th Street North, Clearwater, FL.

INSURANCE AND FINANCIAL SERVICES

- At the direction of Governor Scott, Insurance Commissioner Altmaier issued an Emergency Order suspending and activating certain insurance rules and statutes for the health, safety, and welfare of Florida's policyholders. Among other provisions, the Order provides an additional 90 days to policyholders to supply information to their insurance company; prohibits insurance companies from canceling or non-renewing policies covering residential properties damaged by the hurricane for at least 90 days; and freezes any and all efforts to increase rates on policyholders for 90 days. The Order can be found [HERE](#).
- Floridians affected by the storm must now begin the process of surveying damages to their property and belongings. If you need help finding your Florida's property insurance company's website and contact information, click [HERE](#). For a list of licensed insurance agents in Florida, click [HERE](#).
- Consumers with questions about their policies and those who need help filing a claim should call the CFO's free Insurance Consumer Helpline at 1-877-693-5236.
- It is important to document all damaged property and belongings. A free smartphone app developed by the National Association of Insurance Commissioners called "[MyHome Scr.APP.book](#)" is available to assist with photo documentation.
- Citizens Property Insurance Corporation has opened three Catastrophe Response Centers have across Southern Florida. At these centers, policy holders can file claims, confirm coverage and receive advance payments for additional living expenses when appropriate. For more information, click [HERE](#).
- For information on financial services providers, see below:
 - For a list of Florida's financial institutions and their websites, click [HERE](#).
 - Find your bank's contact information, click [HERE](#).
 - Find your credit union's contact information, click [HERE](#).
 - Find your mortgage servicer's contact information, click [HERE](#).
 - If you don't have your mortgage servicer's information with you, you can [search the Mortgage Electronic Registration Systems \(MERS\)](#) or call toll-free at (888) 679-6377 to find the company that services your mortgage.
 - Visit the Florida Office of Financial Regulation's Hurricane Irma resources [HERE](#).

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