COMMUNICATION IS KEY TO YOUR FINANCIAL RECOVERY

In the days and weeks ahead know where to get official and accurate information about disaster recovery operations and assistance programs.

If, relocated out of the community, who will be your local communication contact to obtain important recovery information?

In the response phase of disaster the source of accurate information may be the Emergency Operations Command Center (EOC), community recovery update meetings, and/or local officials.

Later important communications may be obtained from an official website, newspaper updates, radio, and/or a recovery case manager. Keep your ears and eyes open for reliable channels of communication. Stay in the know!

DOCUMENTATION IS KEY TO YOUR FINANCIAL RECOVERY

You may think you will remember who you talked to, when, and the details - but chances are you won’t be able to remember ALL the important conversations and ALL the important details.

Why is documentation important?

There will be tasks to do, people to report to, dates and deadlines to remember, appointments to make and keep, contact information to know, and proof needed of conversations and outcomes of conversations.

You will need to track disaster-related expenses and document proof of loss for insurance, disaster assistance, and tax deduction purposes.

Use a notebook to assist you in documentation and recording details, dates, times, actions to take, and important contact information. Suggestions:

• Use the first 1/3 of the notebook for documentation of details. Begin by documenting the details of the disaster: what happened, when, and damage done. Next enter the actions you take including: dates, times, people involved, and the action taken or to be taken.
• Use the second 1/3 of notebook for to do lists. Include the action, who will do, and date to be done and check off when accomplished.
• Use the back 1/3 of notebook for contacts. Include: organization/agency, the person or people who are your contacts there, and contact information. Example: FEMA, Mary Lou Smith (FEMA case manager), direct phone number or extension, address, and email.

Use a calendar to keep you informed of appointments, deadlines, and actions taken.

See examples on the second page for documenting in a notebook and calendar.

Use a large envelope to store receipts of all disaster-related expenses.

Find more resources at Extension’s tornado website: http://www.extensions.umn.edu/disasterresponse.
DOCUMENTATION SECTION: First 1/3 of Notebook

**June 10**
1:11 PM - Tornado touchdown: extensive damage to home, trees down, dog lost, family okay
4 PM - Called and left message for homeowner’s insurance agent (Ed Collins, 800-646-3397) about damage to home and how to contact me.
6 PM - Called employers at home: explained about tornado, damage, and how to contact me. Asked for five days off of work and both of us were granted five days beginning Monday.

**June 11**
6:30 PM - Contacted Peoples Natural Gas Co. (800-787-4573); requested gas shut off as soon as possible. Spoke with Tony Hernandez in Customer Service (EXT 3). They expect to do within 24-48 hours. Call back Customer Service to confirm before entering home. Billing authorized to stop on June 11.

TO DO LIST SECTION: Second 1/3 of Notebook

<table>
<thead>
<tr>
<th>To Do List</th>
<th>Who?</th>
<th>When?</th>
<th>Done?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call homeowner’s insurance agent</td>
<td>Sam</td>
<td>June 10</td>
<td>Yes</td>
</tr>
<tr>
<td>Call both employers</td>
<td>Sam &amp; Joan</td>
<td>June 10</td>
<td>Yes</td>
</tr>
<tr>
<td>Record on calendar approved days off from work</td>
<td>Sam &amp; Joan</td>
<td>June 10</td>
<td>Yes</td>
</tr>
<tr>
<td>Attend Recovery meeting at City Hall at 3 PM on Monday</td>
<td>Joan</td>
<td>June 11</td>
<td>Yes</td>
</tr>
<tr>
<td>Call to confirm gas shut off before going into home</td>
<td>Joan</td>
<td>June 12</td>
<td>Yes</td>
</tr>
</tbody>
</table>

CONTACTS SECTION: Last 1/3 of Notebook

**Peoples Natural Gas**
Tony Hernandez | Customer Service
800-787-4573 | Ext # 3 | thernandez.png@symquest.com

ON THE CALENDAR

Record important details - deadlines, meetings, etc.
Examples:
- Date and time of impact
- Date and time contacted home owners insurance agent
- Date and time contacted employer
- June 11, 2010 billing end date for natural gas

<table>
<thead>
<tr>
<th>Sun, June 10</th>
<th>Mon, June 11</th>
<th>Tue, June 12</th>
<th>Wed, June 13</th>
<th>Thur, June 14</th>
<th>Fri, June 15</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:11 PM Touchdown</td>
<td>Sam &amp; Joan off work</td>
<td>Sam &amp; Joan off work</td>
<td>Sam &amp; Joan off work</td>
<td>Sam &amp; Joan off work</td>
<td>Sam &amp; Joan off work</td>
</tr>
<tr>
<td>4 PM Left message</td>
<td>Billing end date - natural gas</td>
<td>3 PM Recover Meeting @ City</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 PM Contacted employers</td>
<td></td>
<td></td>
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</table>