



Maryland

INSURANCE ADMINISTRATION

CONSUMER ADVISORY

AFTER THE STORM

The Maryland Insurance Administration can assist you by providing contact information for your insurer or by helping you with questions about how to file a claim. You can reach us at 800-492-6116.



Quick Tips if you have damage after a storm:

- Make sure your adjuster and insurer have your current phone number.
- Make sure your address is visible from the street. You may need to post a sign with your address in the yard.
- Try to be there when the adjuster visits and point out all damage.
- Get multiple bids from contractors and compare them with the adjuster's report before settling the claim.
- Save proof that you paid the deductible on the claim. State law makes it illegal for contractors or roofers to offer to waive a deductible or to promise a rebate for your deductible. It also allows your insurer to request proof, such a receipt or canceled check, that you paid the deductible.
- In the event a federal disaster declaration is issued, Marylanders can apply for federal aid for damage not covered by insurance at DisasterAssistance.gov.
- Report price gouging. It's illegal to charge excessive prices for building materials and necessities to take advantage of a disaster. You can report suspected price gouging to the Office of the Attorney General or the Maryland Department of Labor.

AFTER THE STORM

Tips for when you need to file a claim:

- Call your insurance producer (agent or broker) or insurer as soon as possible to report property damage. <https://bit.ly/miareportaninsuranceclaim>
- Keep a record of everyone you talk with about the damage, including your insurer, insurance adjuster and contractors. <https://bit.ly/miaclaimlog>
- Be ready to answer questions about the damage.
<https://bit.ly/miaestimatethedamage>
- Ask your insurer about an advance payment if you need help quickly.
- Ask about living expenses. Most policies will cover some of the costs you have if you are unable to live in your home because of damage that is covered by your insurance policy. It is a good idea to keep your receipts for these costs since your insurer may ask for proof.
<https://bit.ly/mialivingexpense>
- For additional information, visit the MIA's website or scan the QR code:

<https://qrco.de/miapostdisaster>



Additional Tips:

- If your personal property is damaged. <https://bit.ly/miaafteraloss>
- Water and mold: What you need to know about insurance coverage.
<https://bit.ly/miafloodwaterdamage>
- What if my insurer isn't paying enough? If you believe your insurer didn't pay enough to cover your damages or unfairly denied your claim, you have options. <https://bit.ly/miadeterminecoverage>
- Tips for repairing your home:
<http://www.dllr.maryland.gov/license/mhic/mhicconadvice.shtml>
- My car was flooded: Answers to common questions if your car is flooded.
<https://bit.ly/miafloodedcarfaqs>

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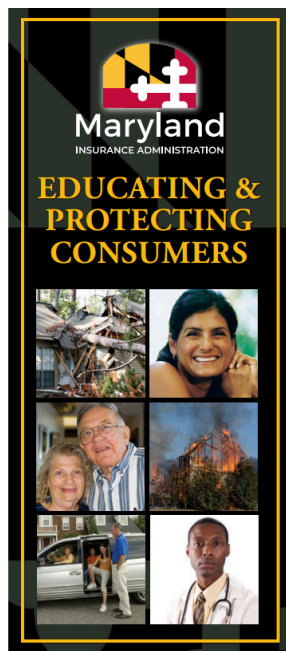
Additional Resources:

- Resources and key contacts:
<https://bit.ly/miadisasterpreparedness>
- National Flood Insurance Program:
<https://www.fema.gov/flood-insurance>
- Apply for FEMA help, check the status of your application, or find a hotel that accepts FEMA's Transitional Sheltering Assistance.
Visit: disasterassistance.gov
- Questions? Call the Maryland Insurance Administration at 800-492-6116.



SCAN ME

ABOUT THE MARYLAND INSURANCE ADMINISTRATION



The Maryland Insurance Administration (MIA) is the state agency that regulates the business of insurance in Maryland. If you feel that your insurer or insurance producer acted improperly, you have the right to file a complaint. The MIA can investigate complaints that an insurer or insurance producer has:

- Denied or delayed payment of all portions of a claim
- Improperly terminated your insurance policy
- Raised your insurance premiums without proper notice or in excess of what the law allows
- Made false statements to you in connection with the sale of insurance or the processing of insurance claims
- Overcharged you for services, including premium finance charges

Contact the Maryland Insurance Administration at:

**200 St. Paul Place, Suite 2700
Baltimore, Maryland 21202**

410-468-2000 | 800-492-6116 | 800-735-2258 TTY

<https://insurance.maryland.gov/Consumer/Pages/FileAComplaint.aspx>



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