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# News Release

## **Another State/FEMA Disaster Recovery Center Opens in Craven County**

**RALEIGH, N.C.** – A disaster recovery center is now open in Havelock in Craven County, in addition to the center in New Bern.

North Carolina Emergency Management and FEMA will open additional centers in affected [counties](#) in the coming days. The centers offer in-person support to individuals and businesses in counties included in the North Carolina federal disaster declaration for Hurricane Florence.

Representatives from the State of North Carolina, FEMA, the U.S. Small Business Administration (SBA), and other organizations are at the centers to explain available assistance programs and help connect survivors with resources that best match their recovery needs.

The new center is located at:

**Former rue21 Clothing Store  
537 Hwy. 70 W, Suite 103  
Havelock, N.C. 28532**

Another Craven County center is located at:

**Former Eckerd Drugstore  
710 Degraffenreid Ave.  
New Bern N.C. 28560**

**Hours: Monday through Saturday, 9 a.m. to 7 p.m.  
Sundays, 9 a.m. to 1 p.m. local time, until further notice**

Disaster survivors can visit any of the centers for assistance. Use the FEMA app or visit [FEMA.gov/DRC](https://www.fema.gov/DRC) to view other locations.

Homeowners, renters and businesses should register for disaster assistance before visiting a recovery center. There are several ways to register:

- Go online to [DisasterAssistance.gov](https://www.DisasterAssistance.gov);
- Use the [FEMA mobile app](#); or
- Call FEMA at **800-621-3362** (voice, 711 or VRS) anytime from 7 a.m. to 11 p.m. local time seven days a week until further notice. Those who use TTY may call **800-462-7585**. Multilingual operators are available.

All recovery centers are accessible to people with disabilities. Centers have assistive technology equipment, such as amplified phones and listening devices for people with hearing loss and magnifiers for people with vision loss. Video Remote Interpreting is available. In-person American Sign Language (ASL) interpreters are available by request by calling or texting **202-655-8824**. (If possible, please allow 24 hours to schedule an interpreter). The centers also have accessible parking, ramps and restrooms.

Survivors may follow these links to access informational videos in American Sign Language:

- DRCs [fema.gov/media-library/assets/videos/111518](https://www.fema.gov/media-library/assets/videos/111518)
- FEMA assistance does not impact government benefits (ASL) [fema.gov/media-library/assets/videos/111582](https://www.fema.gov/media-library/assets/videos/111582)

Do not wait to begin cleanup and repairs. Take photos of damage. Save all receipts. And get the cleanup and repair process started as soon as you can.

North Carolina homeowners, renters and business owners in **Beaufort, Bladen, Brunswick, Carteret, Columbus, Craven, Cumberland, Duplin, Greene, Harnett, Hoke, Hyde, Johnston, Jones, Lee, Lenoir, Moore, New Hanover, Onslow, Pamlico, Pender, Pitt, Richmond, Robeson, Sampson, Scotland, Wayne and Wilson** counties may apply for disaster assistance for uninsured and underinsured damage and losses resulting from Hurricane Florence.

The NC 211 statewide information line can provide callers with nearby shelter, housing and other storm-related details. Dial **2-1-1** or **888-892-1162** (TTY), or text Florence to 898211. The information line is staffed around the clock to connect North Carolinians to storm resources.

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*FEMA's mission: Helping people before, during and after disasters.*

*For more information on North Carolina's recovery from Hurricane Florence, visit [NCDPS.gov/NCEM](https://www.NCDPS.gov/NCEM) and [FEMA.gov/Disaster/4393](https://www.FEMA.gov/Disaster/4393). Follow us on Twitter: [@NCEmergency](#) and [@FEMARegion4](#).*

*Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at **800-621-3362 711/VRS - Video Relay Service**). Multilingual operators are available. (Press 2 for Spanish). TTY call [800-462-7585](https://www.FEMA.gov/Disaster/4393).*

*FEMA's temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to SBA loan officers to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.*

*The SBA is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) or visiting SBA's website at [www.sba.gov/disaster](http://www.sba.gov/disaster). Deaf and hard-of-hearing individuals may call (800) 877-8339.*