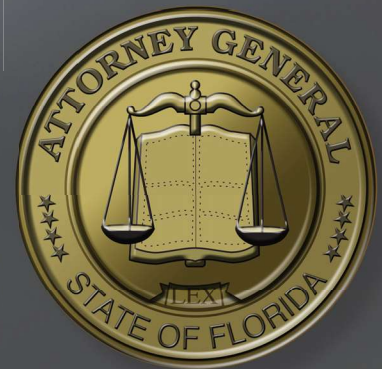


EYE ON THE STORM



HURRICANE PREPAREDNESS GUIDE



OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION



Important Resources

| Over the Phone | Online |
|---|---|
| <ul style="list-style-type: none"> • In the event of an emergency, call 911. • If you have an immediate need for food, water or shelter, call the Red Cross at 1-800-RED-CROSS (1-800-733-2767). • If you have an immediate housing need, text SHELTER and your ZIP code to 43362 to find a FEMA shelter in your area. • To find out what referral services are available in your community, call 211. • My county's emergency management center's phone number is _____. • If you believe you are a victim of price gouging, call the Florida Attorney General's Price Gouging Hotline at 1-866-9-NO-SCAM (1-866-966-7226). | <ul style="list-style-type: none"> • Florida Division of Emergency Management: www.FloridaDisaster.org • Federal Emergency Management Agency: www.FEMA.gov • FEMA emergency preparedness resources: www.Ready.gov • National Oceanic and Atmospheric Administration National Hurricane Center: www.NHC.NOAA.gov • Florida Office of the Attorney General: www.MyFloridaLegal.com • Find a Seniors vs. Crime office near you: www.SeniorsVsCrime.com |

Important Contacts

| | |
|--------------|--------------|
| Name: _____ | Name: _____ |
| Phone: _____ | Phone: _____ |
| Name: _____ | Name: _____ |
| Phone: _____ | Phone: _____ |
| Name: _____ | Name: _____ |
| Phone: _____ | Phone: _____ |
| Name: _____ | Name: _____ |
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| Name: _____ | Name: _____ |
| Phone: _____ | Phone: _____ |



MESSAGE FROM ATTORNEY GENERAL PAM BONDI

Dear Fellow Floridian:

No state is immune to natural disasters, and hurricanes are a reality of living in Florida. Our great state is home to more than 20 million residents and a popular destination for tourists from around the world. Their safety during this volatile season is of utmost importance.

A single hurricane landfall can devastate communities and families and cost billions of dollars in damages. To be prepared, every Floridian should have a plan in place. This guide offers valuable information, to help weather the storm.

Whenever a state of emergency has been declared as a result of a natural disaster, Florida law prohibits extreme increases in the price of essential commodities, such as food, water, hotels, ice, gasoline, lumber and necessary equipment. During this time, unscrupulous contractors, service providers and others may seek to scam or defraud or unlawfully overcharge consumers for their services. My office is charged with investigating price gouging cases that would exploit Floridians when they are most vulnerable. The guide provides important tips to help consumers avoid being scammed by those who seek to take advantage of them both before and after a storm strikes.

We are here to serve and protect Floridians. My office stands ready to help. Anyone who believes they may have been the victim of a hurricane-related scam, please call 1-866-9-NO-SCAM (1-866-966-7226).

Sincerely,

A handwritten signature in black ink that reads "Pam Bondi".



Understanding the Storm

Watch Versus Warning

A **Hurricane Watch** means hurricane conditions (sustained winds of at least 74 mph) are possible in the announced area within 48 hours.

A **Hurricane Warning** means hurricane conditions (sustained winds of at least 74 mph) are expected in the announced area in 36 hours or less.

The Saffir-Simpson Hurricane Wind Scale

| | |
|--|--|
| <p>Category 1 (74-95 mph winds)</p> | <p>Dangerous winds will produce some damage. The damage is primarily contained to shrubbery, trees, foliage and unanchored homes; no real damage to other structures.</p> |
| <p>Category 2 (96-110 mph winds)</p> | <p>Extremely dangerous winds will cause extensive damage. Considerable damage to shrubbery and tree foliage; some trees blown down. Major damage to exposed mobile homes. Some damage to roofing materials of buildings; some window damage. No major damage to buildings.</p> |
| <p>Category 3 (111-130 mph winds)</p> | <p>Devastating damage will occur. Foliage torn from trees; large trees blown down. Some damage to roofing materials of buildings; some window and door damage. Some structural damage to small buildings. Mobile homes destroyed. Serious flooding at coast and many smaller structures near coast destroyed; larger structures near coast damaged by battering waves and floating debris.</p> |
| <p>Category 4 (131-155 mph winds)</p> | <p>Catastrophic damage will occur. Shrubs and trees blown down. Extensive damage to roofing materials, windows and doors. Complete failures of roofs on many small residences. Complete destruction of mobile homes. Major damage to lower floors of structures near shore due to flooding and battering by waves and floating debris.</p> |
| <p>Category 5 (155+ mph winds)</p> | <p>Catastrophic damage will occur. Shrubs and trees blown down; massive damage to roofs of buildings. Complete failure of roofs on many residences and industrial buildings. Extensive shattering of glass in windows and doors. Some complete building failures. Small buildings overturned or blown away. Complete destruction of mobile homes. Major damage to lower floors of all structures less than 15 feet above sea level within 500 yards of shore.</p> |

Preparing for the Storm

In anticipation of a tropical storm or hurricane, it's important to ensure that you've done everything you can to prepare.

Protect Your Home

Not all hurricane shutters or impact protective systems meet the standards set by the Florida Building Commission or your local building authority. In order for the Florida Building Commission to approve a product designed for a window, the product must be part of the complete window system and assembly; window films and related products, which are typically attached only to the frame of a window, do not protect the window against wind. The Attorney General's Office has investigated companies that have falsely or deceptively advertised, sold, distributed or marketed their products as hurricane, windstorm or impact resistant when these products have not been approved by the required state or local approval authority.

Approved hurricane shutters and impact protective systems can offer protection for your home. There are a number of different products that vary in strength, cost and difficulty of installation. Should you choose to purchase a shutter or impact protective system to protect your windows from hurricane-force winds and debris, take the following steps to ensure you're buying a quality product:

- Ask to see the product approval by the Florida Building Commission or local building authority and the corresponding number for the approval and visit www.FloridaBuilding.org to verify the number supplied.
- Some products may have been tested by a lab that is accredited by the Florida Building Commission or Miami Dade County, but that does not mean the product is an approved form of storm protection. Test results for a product may refer to the lab's accreditation, but this is not equivalent to a product approval.
- Check with your city or county to determine whether you need a permit to install the products on your home; in most cases, a permit will not be issued without proper documentation of the product approval.
- Report any company that is making fraudulent claims about window film or other unapproved products by calling the Attorney General's hotline at **1-866-9-NO-SCAM**.
- Know that your insurance provider may provide discounts for hurricane mitigation.



Please be safe! Remember that some shutters and impact protective systems may prevent you from escaping through a window in an emergency. Consult the manufacturer regarding your particular product, as some products can be detached from inside while others cannot be. Removable shutters, impact protection systems and plywood should be removed once the storm has passed. In addition to being a safety hazard, long-term exposure to the elements could reduce a product's strength.



In the Path of the Storm: Have a Plan

| If You Stay | If You Evacuate |
|--|---|
| <p>Consider staying in your home if you are not ordered to evacuate, you do not live in a mobile home, you have a disaster survival kit prepared and you have mitigated the threat to your home by trimming trees and safeguarding windows and doors.</p> <p>List a safe, interior room with no windows where your family will gather during a storm:</p> <hr/> <p>Know your child's school or daycare disaster plan and list important contact numbers:</p> <hr/> <p>Designate a meeting place should your family get separated:</p> <hr/> <p>List neighbors who have an emergency generator:</p> <hr/> <p>List neighbors who have emergency medical training:</p> <hr/> <p>List neighbors who live alone or may otherwise need assistance during an emergency situation:</p> <hr/> <p>If you board your pet(s) at a vet during a storm, note the name, address and emergency number:</p> <hr/> <hr/> <hr/> | <p>Plan to evacuate if your county issues a mandatory evacuation order, you live in a mobile home, your home was built prior to 1973 or if your home is vulnerable to storm surges or flooding.</p> <p>Know evacuation routes:</p> <hr/> <hr/> <hr/> <p>Designate a family member or friend in a safer area who could house your family during an evacuation:</p> <hr/> <hr/> <p>List emergency shelters in your area:</p> <hr/> <hr/> <hr/> <p>List a family member your family will contact in case of separation:</p> <hr/> <hr/> <p>Know that pets are not allowed at Red Cross shelters and many other emergency shelters. List pet-friendly shelters or vets in your area that offer emergency boarding services:</p> <hr/> <hr/> <hr/> |

Hurricane Supply Checklist

- Water – One gallon daily per person for 3-7 days
- Food – Enough for 3-7 days
 - Non-perishable, packaged or canned food
 - Formula and food for infants or those with dietary needs
- Non-electric can opener, paper plates, plastic utensils
- Flashlights and extra batteries
- First aid kit, medications, sun screen and bug spray
- Radio – battery powered or hand crank weather radio
- Special items for babies, the elderly and those with special needs
- Toiletries
- Full tank of gas in your vehicle
- Spare propane tank or charcoal for your grill
- Cash – banks and ATMs may not be available
- Important documents in a waterproof container
 - Insurance cards
 - Medical records
 - Bank account and credit card information
 - Social Security cards
 - Birth and marriage certificates
 - Documentation of valuables
 - Important phone numbers
- Pet care items
 - Food, water and any medication
 - Identification and vaccination information
 - A carrier or cage
 - Leash and muzzle

Preparedness Tips

Florida law allows pharmacists to refill your prescribed medications early if the county where you reside is:

- Currently under a hurricane warning issued by the National Weather Service.
- Is declared to be in a state of emergency in an executive order issued by the governor.
- Has initiated its emergency operations center and its emergency management plan.

If your power is out and your cell phone has died, you can use a car charger to power your phone. Be sure it is safe to leave your residence before heading to your vehicle.

If you need to quickly store important documents, place them in your dishwasher and engage the locking mechanism. Dishwashers have a water-tight seal that can help protect your documents.

Fill your bathtub with water in the event of an emergency.





Threats after the Storm: Price Gouging

Those affected by a natural disaster can unfortunately become victims of untrustworthy businesses and individuals out to profit from the misfortune of others. Florida has a tough price gouging law designed to protect its residents and guests from becoming victims for a second time after a disaster.

The law bans unconscionable increases in prices in the rental or sale of essential commodities such as lumber, ice, water, generators and shelter once a state of emergency has been declared by the governor. It is also unlawful to raise hotel rental rates or housing lease rates under the price gouging laws.

The Florida Office of the Attorney General investigates every allegation of price gouging. The law requires us to compare the reported price of the commodity or service during the declared state of emergency to the average price charged over the 30-day period prior to the state of emergency. If there is a "gross disparity" between the prior price and the current charge, it is considered price gouging. It is not considered price gouging if the seller can justify the price by showing an increase in the price of their supplies or market trends. Additionally, the price gouging statute does not apply to non-essential luxury goods like alcoholic beverages and cigarettes.

Violators of the price gouging statute are subject to civil penalties of \$1,000 per violation and up to a total of \$25,000 for multiple violations committed in a single 24-hour period. In addition to the civil penalties for price gouging, state law criminalizes the sale of goods and services to the public without possession of an occupational license. Violators of the law can be charged with a second-degree misdemeanor.



Avoid becoming a Victim of Price Gouging

The best method to avoid price gouging is to plan ahead. Prepare for a disaster before it happens, so you have the supplies you need on hand.

If you suspect price gouging, obtain as much information as possible in the form of estimates, invoices, receipts or bills. When comparing products, note as much information as possible, including the product name, size or quantity, manufacturer, item number and price. For lumber, note the grade, thickness and quality. Report this information to the Attorney General's Price Gouging Hotline at **1-866-9-NO-SCAM**. You may also report violations online at www.MyFloridaLegal.com.

Threats after the Storm: Scams

After an emergency or natural disaster, unscrupulous individuals seek to take advantage of the crisis and prey on those in distress. The following scams increase in the wake of a disaster.

Building Repair and Contracting Scams

Following a disaster, qualified contractors are in high demand, making conditions ideal for scam artists. If your home is damaged, be sure to follow these tips when hiring a contractor:

- Be wary of anyone who approaches you unsolicited or says they can perform your repairs at a discount with leftover supplies from another job.
- Have your insurance company evaluate the damage before arranging repairs to ensure that the work will be covered under your policy.
- Get at least three written, itemized estimates or bids on repairs.
- Verify that the contractor has a license from the Department of Business & Professional Regulation or your county construction licensing board. You can look up a licensed contractor or verify a contractor's license on the DBPR website (www.MyFloridaLicense.com).
- Research the company and its reputation – ask for references. In addition to DBPR, you may also contact the Attorney General's hotline (**1-866-9-NO-SCAM**) and the Better Business Bureau (www.bbb.org) to see if there are complaints against the company.
- Check for proof of insurance and verify with the insurer that their policy is current.
- Check to see if the contractor is bonded and verify with the bonding agency.
- Never pay the full amount of a repair up front and hesitate before providing large deposits. Florida law requires a contractor to apply for a permit within 30 days and start work within 90 days if he collects more than 10 percent of the contract up front.
- Read the entire contract, including the fine print, before signing and ensure that the contract includes the required "buyer's right to cancel" (within 3 days) language.
- Homeowners may unknowingly have liens placed against their properties by suppliers or subcontractors who have not been paid by the contractor. If the contractor fails to pay them, the liens will remain on the title. Insist on releases of any liens that could be placed on the property from all subcontractors prior to making final payments.
- Do not sign a certificate of completion or make final payment until you are satisfied with the work performed.





Tree Service Scams

Heavy winds from a hurricane or tropical storm can litter roads and yards with uprooted trees. If you plan to have nearby trees removed to protect your home from danger or have fallen trees to be removed after a storm, follow these tips to avoid problems when hiring a tree removal service:

- Be wary of anyone who approaches you unsolicited about tree removal.
- Get multiple written estimates and ask whether debris removal is included in the estimate.
- Research the company and its reputation – ask for references, contact the Attorney General’s hotline (1-866-9-NO-SCAM) and the Better Business Bureau (www.bbb.org) to see if there are complaints against the company and contact the state Department of Business & Professional Regulation to see if the company is licensed (www.MyFloridaLicense.com).
- Check for proof of insurance and verify with the insurer that their policy is current.
- Never pay the full amount up front and do not make a final payment until you are completely satisfied with the work done.

Charity Scams

This scam is particularly effective after a disaster, during which numerous disaster-specific charities crop up. If you would like to donate to help with disaster relief, consider these tips:

- Avoid solicitors that use high-pressure tactics or are hesitant to provide additional information on the charitable organization.
- Consider donating to an established disaster-relief charity such as the Red Cross.
- Obtain a copy of the charity’s registration documents from the Florida Department of Agriculture and Consumer Services (1-800-HELP-FLA or www.800HelpFLA.com).
- Contact the Attorney General’s hotline (1-866-9-NO-SCAM) or call the Better Business Bureau’s Wise Giving Alliance at (703) 276-0100 to determine if the charity you are donating to has any complaints against them.

Disaster Relief Scams

The Federal Emergency Management Agency offers disaster relief to eligible victims through various programs. When seeking aid, consider the following:

- No state or federal disaster relief agency will call you for your financial information.
- State and federal workers will not ask for or accept cash and carry identification.
- Know that applications for federal FEMA relief programs are free and can be accessed at www.DisasterAssistance.gov or by calling 1-800-621-FEMA.
- Be wary of anyone who offers to fill out, assist with or expedite your application as they may be seeking access to your personal information.

Water Testing and Treatment Scams

Water mains and personal wells can be affected during hurricanes, and dishonest companies and individuals may offer pricey tests and devices to make water safe. Avoid falling victim by following these tips:

- If someone claims to be a representative of your city, county or utility provider needing to inspect your water line or well, ask for proof of identification.
- Watch your local media for any water safety alerts. If you doubt the safety of your water, contact your local health department or utility. Local water utilities are required to test water quality on a regular basis.
- If in doubt, boil water vigorously for one to three minutes or drink bottled water.



Account Information

Fill in the blanks with your information so you'll have all the numbers you need in one place in the event of a hurricane or other disaster.



MY WATER PROVIDER IS _____,
THEIR PHONE NUMBER IS _____ AND
MY ACCOUNT NUMBER IS _____.



MY ELECTRICITY PROVIDER IS _____,
THEIR PHONE NUMBER IS _____ AND
MY ACCOUNT NUMBER IS _____.



MY GAS PROVIDER IS _____,
THEIR PHONE NUMBER IS _____ AND
MY ACCOUNT NUMBER IS _____.



MY HOMEOWNER'S OR RENTAL INSURANCE PROVIDER IS _____,
THEIR PHONE NUMBER IS _____ AND
MY POLICY NUMBER IS _____.



MY MEDICAL INSURANCE PROVIDER IS _____,
THEIR PHONE NUMBER IS _____ AND
MY POLICY NUMBER IS _____.



MY CAR INSURANCE PROVIDER IS _____,
THEIR PHONE NUMBER IS _____ AND
MY POLICY NUMBER IS _____.



MY WASTE AND DEBRIS PICK-UP PROVIDER IS _____,
THEIR NUMBER IS _____ AND
MY ACCOUNT NUMBER IS _____.



MY PHONE AND INTERNET SERVICE PROVIDER IS _____,
THEIR NUMBER IS _____ AND
MY ACCOUNT NUMBER IS _____.

