Better Business Bureau understands that the days after a disaster are a stressful time for victims; therefore, we have compiled the below list of helpful resources to aid you in your clean-up efforts.

- If you have downed power lines or broken gas lines, contact your service provider or call 911 if an immediate danger exists.
- Check with your insurance company about policy coverage and specific filing requirements.
- For general questions regarding the reliability of a business, contact the BBB at [www.bbb.org](http://www.bbb.org) (locally at [www.newyork.bbb.org](http://www.newyork.bbb.org) or 212-533-6200).
- Contact your local business licensing agency, often the Department of Consumer Affairs, to ensure that a business is registered and licensed to do work in your area. Also ask if your locality requires additional licensing for clean-up after a disaster.
- For information on clean-up related to potentially harmful chemicals, contact the New York State Department of Environmental Conservation at [http://www.dec.ny.gov/](http://www.dec.ny.gov/).
- To find out about possible road closures and detours, contact the New York State Department of Transportation ([www.dot.ny.gov/](http://www.dot.ny.gov/)).
- For general questions or complaints related to insurance, contact the New York State Department of Financial Services ([www.dfs.ny.gov/](http://www.dfs.ny.gov/)).
- For general advice on coping after a disaster, contact the Federal Emergency Management Agency (FEMA) at 1-800-621-FEMA (3362) or [www.fema.gov](http://www.fema.gov).

Disaster victims should never feel forced to make a hasty decision or to choose an unknown contractor. Start With Trust. For reliable information, lists of BBB Accredited Businesses by industry, BBB Business Reviews and advice you can trust, visit [www.bbb.org](http://www.bbb.org) or call (212) 533-6200.