



## *Consumer Alert*

### **For Immediate Release**

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### **Consumer Alert: Managing your finances after Hurricane Irma**

**Tallahassee, Fla.** – The Florida Office of Financial Regulation (OFR) encourages Floridians to take time to assess their finances following Hurricane Irma. Managing your financial obligations during this time may seem like the furthest thing from your mind; however, it is important to keep your finances in order.

Whether you have a **mortgage loan, non-mortgage loan, credit card or other expense**, every Floridian experiencing financial distress as a result of Hurricane Irma should:

- Proactively reach out to their lender to make them aware of your circumstances **immediately**.
- Make sure to explain your situation in detail. Your lender may be willing to work with you.

Many of Florida's financial services providers are proactively working with customers. Visit your lender's website for more information. Given the volume of customers impacted by Hurricane Irma, contacting creditors may be difficult, but be persistent and make every effort to get in touch with them. The links below will help you locate and contact your financial services providers. If you are unable to find your provider's information through these resources, please contact the OFR for assistance at (850) 487-9687 or via Twitter [@FIFinancialReg](#).

- OFR's Hurricane Irma Resources: <http://www.flofr.com/HurricaneIrmaResources.htm>
- Find your credit union's information: <http://mapping.ncua.gov/>
- Find your bank's information: <https://research.fdic.gov/bankfind/>
- Find your mortgage servicer's information: <http://www.nmlsconsumeraccess.org/>
- If you don't have your mortgage servicer's information with you, you can [search the Mortgage Electronic Registration Systems \(MERS\)](#) or call toll-free at (888) 679-6377 to find the company that services your mortgage.

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*The Florida Office of Financial Regulation provides regulatory oversight for Florida's financial services providers. Our mission is to protect Floridians, promote a safe and sound financial marketplace, and contribute to the growth of Florida's economy with smart, efficient and effective regulation of the financial services industry.*

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