



# How do I replace my insurance information?



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**You will need to bring several documents to your first meeting with your Housing Recovery Specialist, including material about your insurance. In order to confirm your insurance policy, you will be asked to provide:**

1. Insurance company's name
2. Insurance agent's name and contact information
3. Policy number and date

**If you have already made the claim, please also provide:**

4. Claim number
5. Amount of money claimed or received

For flood insurance, you may be asked for similar information specific to your flood coverage.

## Did you lose your policy information and are wondering how to submit a claim?

- Your insurance company is likely the best first stop. Contact your insurance agent and ask for duplicate documents for your general policy or your claim.
- If you have ever used a lawyer, he or she may still have records of your insurance information or perhaps even copies of important policy paperwork. Contact the attorney's office, even if it has been a long time since you worked together.
- Check your electronic records. This includes your email. Your insurance agent may have emailed you electronic copies of policy paperwork when, or after, you first created the policy. He or she may have done the same when it came to the specific claim.

- For flood-specific insurance, the National Flood Insurance Program ((800) 427-4661, <http://www.fema.gov/national-flood-insurance-program>) may have information specific to your policy.

## What if you made a claim but then lost the information?

In this case, contact your insurance agent and get that claim information.

If you received an award for less than your claim, options include supplemental claims or working with an attorney or public adjuster.