



MODULE 14:
**Disasters—Financial
Preparation and Recovery**

INSTRUCTOR GUIDE



MONEY SMART for Adults

SEPTEMBER 2018



The Federal Deposit Insurance Corporation is an independent agency created by the Congress to maintain stability and public confidence in the nation's financial system. One way we do that is by providing free, non-biased financial education materials, including this Instructor Guide. For more information about our family of Money Smart products, visit **www.fdic.gov/moneysmart**.

Contents

Background Information for Instructors	2
Training Preparation Checklist	2
Materials You May Need.....	4
Understanding the Icons	5
Module Purpose	6
Module at a Glance Table	6
Module Opening	8
Welcome Participants as They Arrive.....	8
Pre-Training Survey.....	8
Parking Lot and Participant Guide	9
Optional Introductory Activity.....	9
Section 1: Preparing Financially for Disasters	10
Introduction to Section and Key Takeaway	11
How Disasters Can Affect Finances.....	11
Prepare in Advance for Disasters.....	13
Get the Insurance You Need.....	14
<i>Apply It: What Types of Insurance Do I Need?</i>	16
Set Money Aside in an Emergency Savings Fund.....	19
Keep Some Cash in a Safe Place	20
Sign Up for Direct Deposit.....	21
Consider Arranging for Online or Mobile Banking	22
Keep Financial Documents and Information in a Safe Place	22
Emergency Financial First Aid Kit (EFFAK).....	23
Section Closing.....	24
Section 2: Recovering Financially from Disasters	25
Introduction to Section and Key Takeaway	26
Steps to Financial Recovery	26
Be Proactive	31
<i>Apply It: My Steps to Financial Recovery</i>	31
Get Help	32
Financial Recovery Resources.....	33
Watch Out for Scams	34
<i>Try It: Spotting the Red Flags</i>	36
Adjust Your Financial Picture After the Disaster.....	37
Section Closing.....	38
Module Closing	39
Remember the Key Takeaways	39
Take Action.....	39
Post-Training Survey	40
Answer Key for Both the Pre- and Post-Training Surveys	42
Money Smart for Adults Modules	43

Background Information for Instructors

Welcome to the FDIC's Money Smart for Adults!

This is the Instructor Guide for **Module 14: Disasters – Financial Preparation and Recovery**. This module consists of three tools:

- **This Instructor Guide**
- **The Participant Guide**—for participants to use during training and refer to after training
- **The PowerPoint slides**—for you to use during the training

The curriculum also includes a *Guide to Presenting Money Smart for Adults*. This resource offers practical tips for marketing your training, setting up your training space, supporting participants with disabilities, and delivering the training. It also offers learning pathways to help you choose modules and perhaps sections within modules to include in the training. If you don't already have the *Guide to Presenting Money Smart for Adults*, download it at www.fdic.gov/moneysmart.

Training Preparation Checklist

Use this checklist to prepare for training.

- ☐ **Review the Instructor Guide, Participant Guide, and PowerPoint slides** to learn how they work together.
- ☐ **Familiarize yourself with the topics.** The Instructor Guide includes scripting to help you explain core content. You can read the scripting as-is to participants. Or, you can present the information in your own style.
- ☐ **Review the *Try It* and *Apply It* activities in the Participant Guide.** Every module includes both types of activities. Many are designed to be included during the training session. Others are flagged with a Note to Instructor that gives you the option of reviewing, starting, or completing them during the training, or encouraging participants to complete them after training.

Activities make the training more engaging and help participants retain the material. It's generally better to cut content rather than activities if you are short on time.

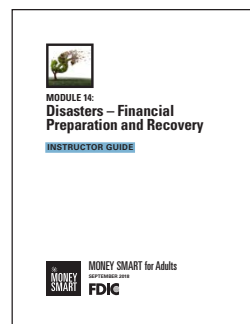
- ☐ **Review the *Guide to Presenting Money Smart for Adults*** for tools and information that can help you plan and deliver training. This resource includes information on making your training accessible and welcoming to all participants, including participants with disabilities.
- ☐ **Select the materials that you plan to use.** Ideally, do so by considering the needs or goals of the participants. The *Module at a Glance Table* near the front of each Instructor Guide can help you decide whether to cover modules in their entirety or only certain sections of the modules.
- ☐ **Plan to make your training culturally appropriate.** This means communicating respectfully, and also presenting the material in a way that is relevant to the lives of participants.
 - For example, when you discuss ways to cut expenses, participants may not relate to cutting out a daily coffee purchase if they don't normally buy coffee every day. Use examples participants can relate to, which may be different from examples from your own experience.
- ☐ **Consider having each of your training sessions include:**
 - **An overview:** Welcome participants and explain the training purpose and objectives. Provide a quick orientation to materials.
 - **An introductory activity:** Energize participants with a fun activity to introduce them to one another and get them ready to learn. This can be an effective way to start training, especially if it is the first time the group has been together. See the *Guide to Presenting Money Smart for Adults* for optional introductory activity ideas.
 - **Pre- and post-training surveys:** Administer the pre-training survey before training starts and the post-training survey at the end of training. Using the surveys can help you evaluate training effectiveness and tailor your training approach for future sessions.
- ☐ **Give each participant a Participant Guide.** Consider making it available electronically if you cannot provide paper copies. Also, some participants may need it electronically as a reasonable accommodation. If you deliver only part of a module, you might want to provide only those sections of the Participant Guide. Hide the slides you won't be using. The *Guide to Presenting Money Smart for Adults* has more information on hiding slides.

Materials You May Need

- ☐ This Instructor Guide
- ☐ Copies of the Participant Guide
- ☐ The PowerPoint slides, and either:
 - Computer, projector, and screen for projecting the slides, or
 - Printed or electronic copies of the slides for participants
- ☐ Flip chart(s) and/or whiteboard(s)
- ☐ Markers for writing on flip chart(s) and/or whiteboard(s)
- ☐ Large self-adhesive notes (5" x 8"), card stock, or paper for making signs
- ☐ Tape that can be easily removed from the wall, such as painter's tape
- ☐ Pens or pencils for participants

Optional Materials:

- ☐ Parking Lot for questions—Create one by writing "Parking Lot" on the top of a flip chart or whiteboard
- ☐ Supplies for the Optional Introductory Activity—Choose an activity from the *Guide to Presenting Money Smart for Adults* or use your own



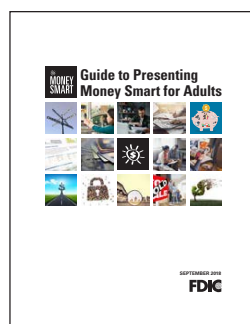
Instructor Guide



Participant Guide












PowerPoint slides



Guide to Presenting Money Smart for Adults

Understanding the Icons

This Instructor Guide uses several icons to help you quickly navigate the training.

 Do	Actions you take as the instructor
 Say	Information you share verbally with participants
 Ask	Questions you pose to participants
 Share Key Takeaway	When you convey the primary message of a section
 Lead Discussion	When you facilitate discussions
 Lead Activity	When you facilitate activities
 Present Information	When you present information
 Take Action and Closing	When you help participants plan action steps to apply what they learned
 Scenario	When you use a short story to start a discussion or activity about a financial topic

Module Purpose

This module helps participants financially prepare for and recover from disasters.

This module also:

- Explains why preparing for disasters is part of financial management and financial health
- Offers steps to prepare financially for disasters
- Offers steps to recover financially from disasters

Module at a Glance Table

You can cover all or only part of this module.

We estimate you need **1 hour and 40 minutes** to cover the entire module, not including breaks or an optional introductory activity. You can use this table to select sections based on the time you have available and the needs of participants.

The *Guide to Presenting Money Smart for Adults* includes additional information on selecting sections for specific audiences.

Section	Key Takeaway	Purpose / Objectives	Time
Module Opening	N/A	<ul style="list-style-type: none"> ■ Welcome participants ■ Administer the pre-training survey ■ Lead an Optional Introductory Activity (extra 5 to 20 minutes) 	10 minutes

continued on next page

Module at a Glance Table *continued*

Section	Key Takeaway	Purpose / Objectives	Time
Section 1: Preparing Financially for Disasters	Save time, money, and stress when a disaster strikes by making financial preparations.	Participants will be able to: <ul style="list-style-type: none"> ■ Identify ways that disasters can create financial challenges ■ Identify ways to prepare financially for disasters, including: <ul style="list-style-type: none"> • Getting insurance • Setting money aside in an emergency savings fund • Keeping cash in a safe place • Signing up for direct deposit • Considering online or mobile banking • Keeping financial documents and information in a safe place 	35 minutes
Section 2: Recovering Financially from Disasters	Develop an initial plan to recover financially from a disaster. Watch out for scams.	Participants will be able to: <ul style="list-style-type: none"> ■ List actions that help with financial recovery from disasters, including actions related to: <ul style="list-style-type: none"> • Property (other than a home) • Home • Income or job • Bills and expenses • Money ■ Know where to get help recovering financially from disasters ■ Be able to spot scams that target people recovering from disasters ■ Know how to start adjusting their financial picture after disasters 	45 minutes
Module Closing	N/A	<ul style="list-style-type: none"> ■ Review the key takeaways ■ Help participants think about how they will apply what they learned ■ Administer the post-training survey 	10 minutes

Module Opening

Welcome Participants as They Arrive

Time Estimate for This Section: 10 minutes

SHOW SLIDE 1



DO

As participants arrive for the training, use this time to:

- Welcome them and introduce yourself
- Ask them to sign in for the training if you are using a sign-in sheet
- Ensure any requested reasonable accommodations are in place and make any necessary adjustments



LEAD ACTIVITY

Pre-Training Survey

See page 19 in the Participant Guide.

Note to Instructor: Before training starts, you can ask participants to complete the pre-training survey in the back of their Participant Guide. You may want to give them “loose” copies so they don’t have to tear them out. The knowledge questions are the same as those in the post-training survey.

The answer key is at the end of this Instructor Guide, but don’t share the answers now.

You may decide to compare pre-training surveys to post-training surveys to estimate knowledge gains of the entire group or for each participant. If you want to estimate by participant, ask them to write their last name or some other unique identifier on both their pre- and their post-training surveys so you can compare them for a given participant.

SHOW SLIDE 2**SAY**

- Thank you for coming to this Money Smart Training called “**Disasters – Financial Preparation and Recovery.**”
- Please complete the pre-training survey on page 19 of your Participant Guide to give me an idea of what you may already know about this topic.
 - It should take less than five minutes to complete.

Pre-Training Survey
See page 19 in your Participant Guide

Pre-Training Survey
Your instructor may ask you to complete this pre-training survey before the training begins.
Please answer these questions:

1. Disaster preparation is necessary only if you live in an area that experiences frequent earthquakes.	True	False
2. Disasters rarely disrupt electronic access to finances so cash reserves are not necessary.	True	False
3. Financial obligations are automatically suspended when disasters strike.	True	False
4. When you are recovering from a disaster, you should get help from whoever offers it.	True	False

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018 **2**

**DO**

- Collect the completed surveys if you plan to review them or compare them to post-training surveys.

**PRESENT INFORMATION****Parking Lot and Participant Guide****SAY**

- I’ve created a Parking Lot to capture questions, concerns, ideas, and resources. You and I can add items anytime during the training, and I’ll address them during breaks or at the end of training.
- You have a Participant Guide to use during and after this session. It’s yours to keep, so you can take notes and write in it.

**LEAD ACTIVITY****Optional Introductory Activity**

Adds an additional 5 to 20 minutes, depending on the activity you select and the number of participants

**DO**

- Lead participants through an introductory activity.
- Time permitting, you may also want to show a short video related to the subject of this module or start with an “energizer” of your choice.

Note to Instructor:

If time permits, start the training with a fun activity from the *Guide to Presenting Money Smart for Adults* or use your own.

This is a great way to get participants energized and ready to learn!



Section 1: Preparing Financially for Disasters

Training Time Estimate for This Section: 35 minutes

Objectives

Participants will be able to:

- Identify ways that disasters can create financial challenges
- Identify ways to prepare financially for disasters, including:
 - Getting insurance
 - Setting money aside in an emergency savings fund
 - Keeping cash in a safe place
 - Signing up for direct deposit
 - Considering online or mobile banking
 - Keeping financial documents in a safe place



PRESENT INFORMATION (1 MINUTE)

Introduction to Section and Key Takeaway

See page 3 in the Participant Guide.

SHOW SLIDE 3



SAY

- We will discuss steps you can take to prepare for a disaster that might affect your finances.

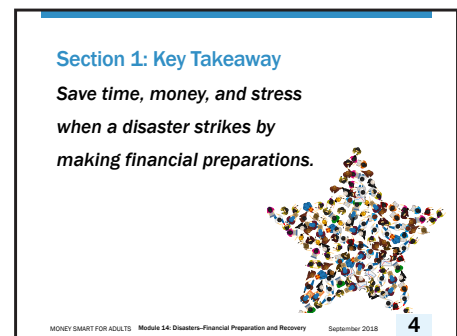


SHOW SLIDE 4



SAY

- The key takeaway from this section is: **Save time, money, and stress when a disaster strikes by making financial preparations.**



LEAD DISCUSSION (5 MINUTES)

How Disasters Can Affect Finances

See page 3 in the Participant Guide.



ASK

- What are some examples of disasters?



DO

- Write participant responses on a flip chart or whiteboard.



SAY

- When many people think of disasters, they often think first of natural disasters, such as earthquakes, floods, hurricanes, and tornadoes.
- There are other disasters too, including what are sometimes referred to as human-made disasters. These can include terrorism, fires, and hazardous material incidents.
- No matter the type of disaster, each may disrupt the lives of individuals and families.
- Disasters can strain us mentally, physically, emotionally, and financially.

- The more we can prepare for the impacts of a disaster, the easier it will be to handle the situation and reduce strain.

**ASK**

- What are some ways that disasters create financial challenges?

**DO**

- Write participant responses on a flip chart or whiteboard.
- Let participants know they can take notes on page 3 in their Participant Guides.

SHOW SLIDE 5**DO**

Add the following if not contributed:

- **Costs of meeting immediate needs** when they are not available from the usual sources
 - A disaster could affect the availability of food, water, shelter, and other basic needs. Disaster relief programs may not have these available immediately.
- **Costs of repairing and replacing items**
 - Insurance and disaster relief programs may not cover everything.
 - Timing matters. You may need to cover replacement costs of some necessary items before you receive aid.
 - There may be costs associated with replacing important documents such as birth certificates, passports, or driver's licenses.
- **Ongoing costs of items you need** as a result of the disaster
 - These might include physical or mental health services.
 - Sometimes these services are provided for free shortly after a disaster, but eventually you will have to pay for them on your own.
- **Identity theft**
 - The disaster may have resulted in others having access to your personal and financial information.
- **Scams** that target people who have survived disasters
- **Access to financial resources**
 - Disasters might result in the loss of the identification documents you use to gain easy access to your financial resources.
 - You may have lost or forgotten account numbers and access codes.



- Your debit cards, credit cards, or checks may be lost or damaged, requiring you to take time to get replacements.
- Even though financial institutions will work with you to help resolve these situations, there may still be a delay in access to financial resources.

■ Penalties of missing payments

- Falling behind on bills, mortgage payments, and other expenses as you recover from a disaster can cause penalties, negative information on your credit reports, and other negative consequences.



PRESENT INFORMATION (7 MINUTES)

Prepare in Advance for Disasters

See page 4 in the Participant Guide.



SAY

- If a disaster occurs, the government and disaster-relief organizations will try to help.
- It may take some time to get to you, so you need to be prepared as well.
- Preparing for disasters before they happen can reduce fear, anxiety, and losses that accompany disasters.
- Preparation can increase your options in an emergency and make the recovery go quicker.

SHOW SLIDE 6




SAY

- **Ready.gov** is a great place to prepare more generally for disasters. I strongly encourage you to visit that site after today's training.
- Let's consider ways to prepare **financially** for a disaster.
- Keep in mind, though, no one is ever 100% prepared for a disaster.
- We'll talk about some actions you can take to be better prepared financially:
 - Get the insurance you need
 - Set money aside in an emergency savings fund
 - Keep some cash in a safe place

Prepare in Advance for Disasters

- Visit [Ready.gov](https://www.ready.gov) for general preparations
- Be better prepared financially:
 - Get the insurance you need
 - Set money aside in an emergency savings fund
 - Keep some cash in a safe place
 - Sign up for direct deposit
 - Consider online or mobile banking
 - Keep financial documents and information in a safe place



MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2015

6

- Sign up for direct deposit
- Consider arranging for online or mobile banking
- Keep financial documents and information in a safe place



PRESENT INFORMATION (5 MINUTES)

Get the Insurance You Need

See page 4 in the Participant Guide.

Note to Instructor: Consider inviting a guest speaker with expertise on insurance to present this part.

SHOW SLIDE 7



SAY

- Insurance is a critical support after disasters, but you need to get the insurance **before** a disaster strikes.
 - Having insurance can reduce the financial impact of a disaster when you incur a covered loss.
- It is important to have the right insurance coverage and to shop around for the best deal.
 - Consider reviewing shopping tips from your state insurance commissioner's office.
- Periodically review all your insurance coverage. Find out what is and what is not covered by your policies.
 - For example, the typical homeowner's insurance policy does not cover damage caused by floods or earthquakes, and it may be prudent to purchase extra coverage for hazards such as these, even if not required by your lender.
- Keep records of your personal property, including the estimated value of the things you own. This will help you later, if you need to file an insurance claim.
 - Consider taking a video or photos of your home and valuables.
 - See guidance and tools on creating an inventory of your property from the National Association of Insurance Commissioners. Visit www.insureuonline.org and search for "inventory."

Get the Insurance You Need

- Insurance is a critical support after disasters – get it before you need it
- Shop around for the best deals
- Review your policies – know what's covered and what is not covered
- Keep records of your personal property

What types of insurance could help you be better prepared?

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

7

**ASK**

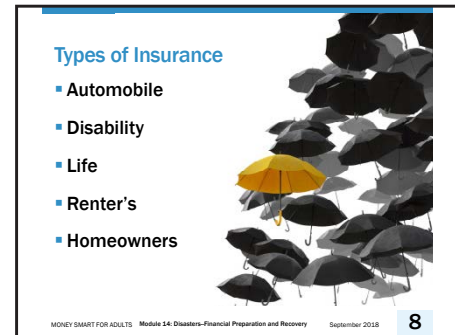
- What types of insurance could help you be better prepared for a disaster?

**DO**

- Write participant responses on a flip chart or whiteboard.

SHOW SLIDE 8**DO**

- Add the following if not contributed:
 - **Automobile** – Coverages vary. For example, collision can help pay to repair or replace your vehicle if it is damaged in an accident. And, you are generally required by state law to have liability coverage which provides protection in the event that you damage someone else's vehicle or property. Comprehensive coverage helps pay for damages to your vehicle due to theft, fire, or falling objects.
 - » Depending on the policy and the circumstances, comprehensive coverage may pay some of the cost of disaster-related damage.
 - **Disability** – Protects you from financial hardship when a covered illness or injury prevents you from earning a living.
 - **Life** – Provides financial protection for loved ones when you die. It may also have other benefits.
 - **Renter's** – Insures your personal property against damage or loss, and insures you in case someone gets hurt at the home you rent.
 - **Homeowners** – Insures your home and personal property against damage or loss, and insures you in case someone gets hurt while on your property.
 - » The typical policy does not cover damage caused by floods or earthquakes. You may be able to buy extra coverage for hazards such as these, even if not required by your lender.
 - » The coverage limit should include the value of significant upgrades to your home, including accessibility upgrades, such as an entry ramp or accessible bathroom features.
 - » Homeowners insurance and renter's insurance do not always cover expensive items, such as mobility devices like scooters, electric wheelchairs, or other accessibility devices. You should be able to add a rider.





LEAD ACTIVITY (1 MINUTE) – EXERCISE

Apply It: What Types of Insurance Do I Need?

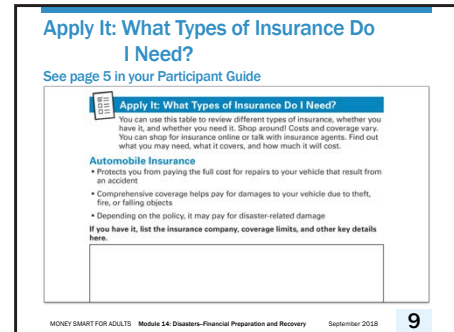
See page 5 in the Participant Guide.

SHOW SLIDE 9



SAY

- The goal is to have enough insurance coverage to help cover the costs of damage to your house, vehicle, and other valuable property and to provide temporary housing if needed.
- Turn to *Apply It: What Types of Insurance Do I Need?* on page 5 in your Participant Guide.
- You can use this table after today's training to list the types of insurance you have and might need in a disaster. This can help you be prepared to shop for insurance online or talk with insurance agents about what you may need, what it covers, and how much it will cost.



Note to Instructor: Time permitting, review this *Apply It* with participants during training, and answer any questions they may have. The *Apply It* in the Participant Guide has larger boxes.

Apply It: What Types of Insurance Do I Need?

You can use this table to review different types of insurance, whether you have it, and whether you need it. Shop around! Costs and coverage vary. You can shop for insurance online or talk with insurance agents. Find out what you may need, what it covers, and how much it will cost.

Automobile Insurance

- Protects you from paying the full cost for repairs to your vehicle that result from an accident
- Comprehensive coverage helps pay for damages to your vehicle due to theft, fire, or falling objects
- Depending on the policy, it may pay for disaster-related damage

If you have it, list the insurance company, coverage limits, and other key details here.

--

Do you need it or more coverage?

☐ **Yes**

☐ **No**

☐ **I Don't Know**

Apply It: What Types of Insurance Do I Need? *continued***Disability Insurance**

- Protects you from financial hardship when a covered illness or injury prevents you from earning a living

If you have it, list the insurance company, coverage limits, and other key details here.

Do you need it or more coverage? ☐ Yes ☐ No ☐ I Don't Know

Life Insurance

- Pays money after you die
- May also have other benefits

If you have it, list the insurance company, coverage limits, and other key details here.

Do you need it or more coverage? ☐ Yes ☐ No ☐ I Don't Know

Renter's Insurance

- For people who rent their home
- Insures your personal property against damage or loss
- Insures you in case someone gets hurt at your home
- May not cover expensive items, such as mobility devices like scooters, electric wheelchairs, or other accessibility devices; ask to add a rider, if needed

If you have it, list the insurance company, coverage limits, and other key details here.

Do you need it or more coverage? ☐ Yes ☐ No ☐ I Don't Know

Apply It: What Types of Insurance Do I Need? *continued***Homeowners Insurance**

- For people who own their home
- Insures your home and personal property against damage or loss
- Insures you in case someone gets hurt at your home
- Probably doesn't cover damage caused by floods or earthquakes; ask to add a rider if you need that covered
- Amount of insurance should include the value of any significant upgrades to your home, including accessibility upgrades, such as an entry ramp or accessible bathroom features
- May not cover expensive items, such as mobility devices like scooters, electric wheelchairs, or other accessibility devices; ask to add a rider, if needed

If you have it, list the insurance company, coverage limits, and other key details here.

Do you need it or more coverage? ☐ Yes ☐ No ☐ I Don't Know

Other Insurance

List the other types of insurance you have or may need, such as flood insurance. For each, list the insurance policies you currently have, including the insurance company, coverage limits, and other key details.

Other Type of Insurance 1:

Do you need it or more coverage? ☐ Yes ☐ No ☐ I Don't Know

Other Type of Insurance 2:

Do you need it or more coverage? ☐ Yes ☐ No ☐ I Don't Know

Other Type of Insurance 3:

Do you need it or more coverage? ☐ Yes ☐ No ☐ I Don't Know



LEAD DISCUSSION (5 MINUTES)

Set Money Aside in an Emergency Savings Fund

See page 8 in the Participant Guide.

SHOW SLIDE 10



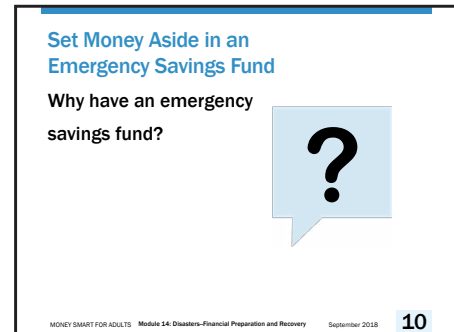
ASK

- Why have an emergency savings fund?



DO

- Write participant responses on a flip chart or whiteboard.
- Add the following if not contributed:
 - When unexpected events like disasters occur, you can use your emergency savings fund to deal with them.
 - Having emergency savings can make you more **resilient**. You'll be better able to "bounce back" when bad things happen. You will be able to recover from a disaster more quickly because you can more easily pay for some things that are important to your recovery.
 - When you pay for unexpected expenses with money you have saved, you avoid creating debt. Often the debt used to cover unexpected expenses can be costly.
 - Being prepared for the unexpected can give you peace of mind, both before a disaster has occurred and following a disaster.

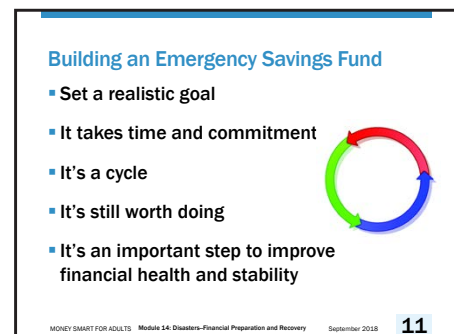


SHOW SLIDE 11



SAY

- You may have heard that an emergency savings fund should have three to six months' worth of living expenses.
- That is a big goal and it may seem impossible to reach.
- Even building a smaller emergency savings fund can be helpful. For example, you can make a big difference by saving \$500 to \$1,000 in an emergency savings fund.
- Set a realistic goal for your emergency savings fund and start saving toward that goal.
 - It may take time and commitment to build your emergency savings fund.



- And, as you need to use some of your emergency savings, you'll have to build it up again. It's a cycle.
- It's still worth doing. Having an emergency savings fund is one of the most important steps you can take to improve your financial health and stability.

Note to Instructor: *Module 5: Your Savings* contains more information about why and how to save. In particular, *Section 3: Saving for Unexpected Expenses* discusses how to plan for an emergency savings fund, and includes an *Apply It* resource for building an emergency savings fund. Consider including part of *Module 5* in your training, depending on the needs and interests of participants.



PRESENT INFORMATION (2 MINUTES)

Keep Some Cash in a Safe Place

See page 8 in the Participant Guide.

SHOW SLIDE 12




SAY

- Your emergency savings fund will be important for bouncing back after a disaster. But what about meeting your needs immediately after a disaster? This is especially important if you cannot access your emergency savings fund right away.
- In the event of a disaster, for a period of time you may only be able to pay for everyday purchases with cash. That can happen, for example, if the electricity is temporarily out in your community. Or, perhaps your credit card, debit card, or checks are lost or unavailable.
- When choosing where to keep your emergency cash, consider ease of access in case of a disaster, but also safety and security. The cash isn't helpful if it's not there when you need it.
 - Keep some cash in a safe place where you can access it quickly in case of evacuation.
 - » Consider storing it in a fire-resistant, waterproof, locked box in your house. Remember where you keep the key or combination.
 - » Use the cash to cover costs until you can use other forms of payment, such as checks, debit cards, credit cards, and prepaid cards.

Keep Some Cash in a Safe Place

- Cash may be the only option right after a disaster
- Keep some cash in a safe place where you can access it quickly
- May want to keep it in a larger emergency kit (Go bag, Bug Out Bag, BOB)
- Do not keep more cash than necessary



MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

12

- You may also want to keep some cash in a larger emergency kit that includes supplies you would need to survive on your own for several days.
 - » These emergency kits go by various names, such as go bags, bug out bags or BOBs.
- However – and this is very important – do not keep more cash at home than necessary for your immediate needs after a disaster.
 - If you keep too much cash at home, you may be tempted to spend it, rather than save it in case of a disaster.
 - And, despite your best efforts to keep the money secure, cash at home is at risk of being destroyed in a disaster or stolen.
 - In addition, there is no safer place to keep your money than in a federally insured financial institution.



PRESENT INFORMATION (2 MINUTES)

Sign Up for Direct Deposit

See page 9 in the Participant Guide.

SHOW SLIDE 13



SAY

- Sign up for direct deposit of your paycheck, pension benefits, and public benefits, if you haven't already and it is available to you. Some jobs do not offer direct deposit of salary.
 - In a disaster, taking care of simple things like depositing a check can be overwhelming.
 - In addition, a disaster may make it more difficult for you to pick up your mail from your regular address.
 - With direct deposit, your paycheck, pension, and public benefits go directly into your account at a financial institution.
- Direct deposit will help you have access to important income during a disaster.
- If you don't already have an account at a financial institution, this may be a good time to consider one.

Sign Up for Direct Deposit

- With direct deposit, your paycheck, pension, and public benefits go directly into your account at a financial institution
- Helps you have access to important income during a disaster
- If you don't already have an account, you may want to consider one

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018 **13**

Note to Instructor: *Module 2: You Can Bank On It* contains information about opening an account at a financial institution. Consider including part of *Module 2* in your training, depending on the needs and interests of participants.



PRESENT INFORMATION (2 MINUTES)

Consider Arranging for Online or Mobile Banking

See page 9 in the Participant Guide.

SHOW SLIDE 14




SAY

- Consider arranging for online or mobile banking or both, if you don't already have it.
- This can be very helpful. Your financial institution may be temporarily unavailable after a disaster.
- Online or mobile banking usually allows you to pay bills, deposit checks, and conduct other transactions through an online browser or mobile app.
- With online or mobile access you can also communicate electronically with your financial institution. They may offer some flexibilities during and after a disaster.

Consider Arranging for Online or Mobile Banking

- Your financial institution may be temporarily unavailable
- Online and mobile banking
 - Pay bills
 - Deposit checks
 - Conduct other transactions through an online browser or phone app
 - Communicate with your financial institution



MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

14



PRESENT INFORMATION (3 MINUTES)

Keep Financial Documents and Information in a Safe Place

See page 9 in the Participant Guide.

SHOW SLIDE 15



SAY

- Having access to personal, financial, insurance, medical, and other records is crucial for recovering quickly and efficiently.
- Ideas for places to store important hardcopy financial documents include:
 - At home in a waterproof bag kept in a fire resistant box or safe
 - In your go bag or bug out bag we talked about earlier
 - In a safe deposit box at a financial institution
- If you are using a safe deposit box, you can ask your financial institution who can and cannot access the safe deposit box if the person the box belongs to dies or is incapacitated. You can also check state law to confirm this information.

Keep Financial Documents and Information in a Safe Place

- **Hardcopy records**
 - At home, waterproof bag in fire resistant box or safe
 - In your GO bag, Bug Out Bag, or BOB
 - In a safe deposit box at a financial institution
 - Scan and email securely to yourself
- **Electronic records**
 - Password-protected format
 - Secure offsite data storage service

Keep records updated!

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

15

- You can also consider scanning these records and storing the images away from home. You could email them to yourself at a secure account or use a secure offsite data storage service.
- If you have electronic financial information, consider keeping it:
 - On a password-protected removable flash drive or external hard drive that you keep in your fire resistant box or safe
 - At a secure offsite data storage service
- Keep your records updated.
 - For example, if you open a new savings account, add information on that account to what you already have stored in a safe place.



PRESENT INFORMATION (1 MINUTE)

Emergency Financial First Aid Kit (EFFAK)

See page 9 in the Participant Guide.

SHOW SLIDE 16



SAY

- The Federal Emergency Management Agency (FEMA) advises people to prepare an Emergency Financial First Aid Kit, known by the acronym “EFFAK.”
- FEMA’s online materials include checklists and forms to help you prepare your EFFAK. FEMA recommends the types of documents you should keep in a safe place and what information should be in your EFFAK.
- Go to **fema.gov** and search for “EFFAK” to download *Emergency Financial First Aid Kit (EFFAK): Strengthen Your Financial Preparedness for Disasters and Emergencies*.

Emergency Financial First Aid Kit (EFFAK)

- The Federal Emergency Management Agency (FEMA) recommends everyone should have an EFFAK
- FEMA.gov includes checklists and forms to help you prepare an EFFAK
- Visit FEMA.gov and search for “EFFAK”

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

16

Note to Instructor: If you wish to cover the EFFAK in greater depth, consider printing copies of *Emergency Financial First Aid Kit (EFFAK): Strengthen Your Financial Preparedness for Disasters and Emergencies*. FEMA’s website also includes slides about EFFAK that that you may want to use during training.



PRESENT INFORMATION (1 MINUTE)

Section Closing

See page 9 in the Participant Guide.

SHOW SLIDE 17



SAY

- Remember the key takeaway from this section: **Save time, money, and stress when a disaster strikes by making financial preparations.**

Section 1: Remember the Key Takeaway

*Save time, money, and stress
when a disaster strikes by making
financial preparations.*

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018**17**



Section 2: Recovering Financially from Disasters

Training Time Estimate for This Section: 45 minutes

Objectives

Participants will be able to:

- List actions that help with financial recovery from disasters, including actions related to:
 - Property (Other than a home)
 - Home
 - Income or job
 - Bills and expenses
 - Money
- Know where to get help recovering financially from disasters
- Be able to spot scams that target people recovering from disasters
- Know how to start adjusting their financial picture after disasters



PRESENT INFORMATION (1 MINUTE)

Introduction to Section and Key Takeaway

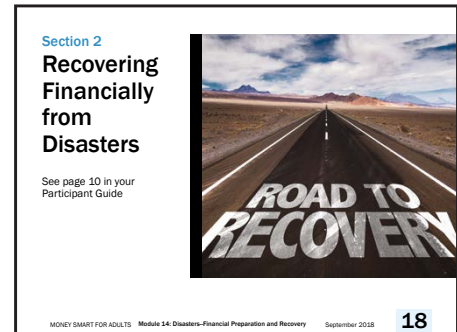
See page 10 in the Participant Guide.

SHOW SLIDE 18



SAY

- We will discuss how to recover financially from a disaster, including steps to take and things to avoid.

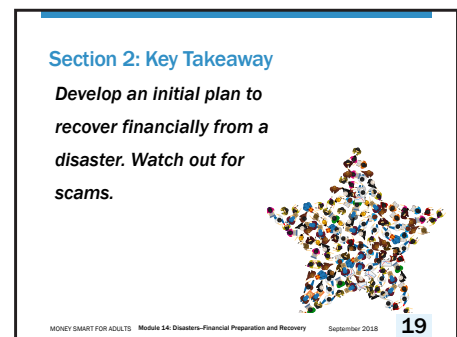


SHOW SLIDE 19



SAY

- The key takeaway from this section is: **Develop an initial plan to recover financially from a disaster. Watch out for scams.**



LEAD ACTIVITY (20 MINUTES) – BRAINSTORM

Steps to Financial Recovery

See page 10 in the Participant Guide.



SAY

- After a disaster, your first priority is making sure you and your loved ones are safe and secure.
 - There may be injuries that need immediate attention.
 - You may need to find temporary shelter and secure food and water, batteries or chargers for hearing aids and mobility devices, medications, and other vital necessities.
 - Visit **DisasterAssistance.gov** for more information on how to respond to or recover from disasters that may impact your community.
- We are focused in this training on the steps you can take to recover **financially** from disasters **after** you have addressed basic safety and security needs.

SHOW SLIDE 20**DO**

- Break the participants into small groups
- Assign each group one of the five topics below. If you have more than five groups, assign the same topic to more than one group.
 1. Property (Other than a home)
 2. Home
 3. Income / Job
 4. Bills / Expenses
 5. Protecting Your Money

**Steps to Financial Recovery:
Small Groups**

1. Property (Other than a home)
2. Home
3. Income/Job
4. Bills/Expenses
5. Protecting Your Money

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018 **20**

**SAY**

- Let's think together in small groups about what you can do to recover **financially** from disasters.
- Take three minutes now to brainstorm things you can do to recover financially from a disaster, related specifically to the topic I assigned to your group. Think broadly about different types of disasters. The five topics are:
 - Property (Other than a home) – What would you do if your property were damaged in a disaster?
 - Home – What would you do if your home were damaged in a disaster?
 - Income / Job – What would you do if you couldn't work because of the disaster?
 - Bills / Expenses – What steps would you take to cover your bills and expenses after a disaster, both immediately and long-term?
 - Protecting Your Money – What steps would you take to keep your money secure? What if you lose some or all of it?

**DO**

- After three minutes, ask each group, in turn, to present their topic, starting with "Property (Other than a home.)" Then show the relevant slide for that topic and share any ideas the group did not mention.
- Let participants know they can take notes on pages 10 and 11 in their Participant Guides.

SHOW SLIDE 21**DO**

- Add these ideas about **“Property (Other than a home)”** if not mentioned:
 - **Assess and document damage** in writing and with photos.
 - **Contact your insurance providers** about damage.
 - **Find a safe place to store cash and valuables** that you took from your home.
 - **Arrange for alternative transportation** if you use a car or other vehicle to get to work and it is damaged
 - **Find out how you can repair, replace, or borrow replacements for any assistive technology you use that was damaged.** This could include various items, such as mobility devices, speaking devices, hearing aids, and specialized computer equipment.

Property (Other than a home)

- Assess and document the damage
- Contact your insurance providers
- Find a safe place to store cash and valuables
- Arrange for alternative transportation
- Repair, replace or borrow assistive technology you use that was damaged

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

21**SHOW SLIDE 22****DO**

- Add these ideas about **“Home”** if not mentioned:
 - **Continue making housing payments or contact the lender or landlord** as soon as possible if you do not expect to be able to make a payment. They may be able to offer some flexibility. This is important to avoid or limit negative information on your credit reports.
 - **Assess and document damage** in writing and with photos.
 - **Contact insurance providers** about damage to your home if you have homeowners or renter’s insurance.
 - **Contact your landlord** about damage to your home if you rent.
 - **Get help from a Department of Housing and Urban Development (HUD)-certified housing counseling agency** in your area. HUD sponsors housing counseling agencies throughout the country that can provide you with advice and other support.

Home

- Continue making housing payments or contact lender or landlord
- Assess and document damage
- Contact your insurance providers
- Contact your landlord about damage if you rent
- Get help from a HUD-certified housing counseling agency

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

22

SHOW SLIDE 23**DO**

- Add these ideas about **“Income / Job”** if not mentioned:
 - **Contact your employer** to inform them of your situation.
 - **Contact your benefits provider** if you receive public benefits or pension benefits, including disability benefits.
 - » Give them your new address, if applicable. If necessary, they can cancel any checks that were sent to an address that you can no longer reach because of the disaster.
 - **Keep track of how many days of work you miss** because of the disaster and how much money you would have earned. Also keep track of how many days you are unable to live at home due to the disaster. This could be relevant for taxes and insurance.
 - » For example, an insurance policy may include a **“loss of use”** provision that covers expenses you had to pay because you were not able to live in your home. You “lost the use” of your home due to the disaster.
 - **Care for your service animal** and repair assistive technology if necessary so you can resume work after the disaster.
 - **Contact your disability insurance provider** if you are unable to work following the disaster.
 - **Explore public benefits** you may now be eligible to receive.
 - » For example, contact your state’s unemployment insurance office about unemployment benefits if you cannot work because your place of employment was severely damaged.
 - » Visit **Benefits.gov** or **DisasterAssistance.gov** to get started.
 - If there were fatalities, contact the life insurance provider to file a claim.
 - If you or a member of your household is a student, contact the school and/or financial aid office to find out if they can offer any help.

Income/Job

- Contact your employer
- Contact your benefits providers
- Keep track of work days lost
- Care for your service animal and repair assistive technology
- Contact your disability insurance provider
- Explore public benefits
- Contact your life insurance providers
- Contact schools and financial aid offices

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018 **23**

SHOW SLIDE 24**DO**

- Add these ideas about **“Bills / Expenses”** if not mentioned:
 - **Continue paying your bills.** Paying late or not at all can result in fees, interest charges, and damage to your credit scores.

Bills/Expenses

- Continue paying your bills
- Contact the post office
- Contact your financial institutions
- Contact your creditors
- Keep records of what you spend
- Access assistance programs

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018 **24**

- **Contact the post office** and let them know where to deliver your mail. You want to make sure you receive bills and other important correspondence.
- **Contact your financial institutions** and find out what flexibility or support they can offer you.
- **Contact your creditors**, such as utility companies, credit card companies, and loan providers. Make sure they have your current contact information and mailing address. Discuss your situation and what flexibility they can offer on the amount and timing of upcoming payments. Your creditors will likely work with you on a solution, but it's important to contact them as soon as possible and explain your situation.
- **Keep records of what you spend** as you recover from the disaster and save receipts. Assistance programs or your insurance company may reimburse you for some of those expenses.
- **Access assistance programs** that provide help to people affected by disasters. Shelter, food, and other necessities they provide will reduce the expenses you need to provide.

SHOW SLIDE 25



DO

- Add these ideas about “**Protecting Your Money**” if not mentioned:

- **Get and review your free credit reports** from www.annualcreditreport.com. Look for errors that indicate your identity has been stolen, such as accounts you do not recognize.
- **Contact financial institutions** to report lost debit cards, automated teller machine (ATM) cards, prepaid cards, credit cards, or checks as appropriate. For example, if you cannot locate a credit card, ask your credit card provider to cancel it and send you a new one.
- **Contact your department of motor vehicles** if you lost your driver's license or state-issued ID card. Although a driver's license or other ID is not money, someone could use your identification to commit fraud which may involve money.
- **Find a safe place** for the financial information, cash, and valuables you took with you, if you evacuated.
- **Contact the post office** and let them know where to deliver your mail. You want to limit the risk that others can access mail that may include your personal or financial information.

Protecting Your Money

- Get and review your credit reports
- Contact your financial institutions
- Contact department of motor vehicles
- Find a safe place for financial information, cash, and other valuables
- Contact the post office

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

25



PRESENT INFORMATION (1 MINUTE)

Be Proactive

See page 12 in the Participant Guide.

SHOW SLIDE 26



SAY

- Be proactive if you have any issues with companies as you recover from a disaster.
- First contact the company directly.
- If that doesn't produce the desired results, contact the appropriate federal or state regulatory agency for help or guidance. These websites and phone numbers are on page 12 in your Participant Guide.

Be Proactive

- First, contact the company directly
- Then if needed, contact the regulatory agency
- Consider filing a complaint with state regulators or state attorney general's office

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018 26



LEAD ACTIVITY (2 MINUTES) – EXERCISE

Apply It: My Steps to Financial Recovery

See page 12 in the Participant Guide.

SHOW SLIDE 27



DO

- Ask participants to turn to *Apply It: My Steps to Financial Recovery* on page 12 in their Participant Guide.
- Ask them to take two minutes to start writing down ideas from the discussion that would be important for them in the event of a disaster.
- They can refer back to their notes on pages 10 and 11 in their Participant Guides.
- Time permitting, ask participants if they want to share anything they're writing down.

Apply It: My Steps to Financial Recovery

See page 12 in your Participant Guide

Apply It: My Steps to Financial Recovery

Write down ideas you remember from the discussion or from the notes you took earlier that would be important for your financial recovery after a disaster.

Property (Other than a home)

Home

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018 27

Note to Instructor: A copy of this *Apply It* is on the next page. The boxes are larger in the Participant Guide.

Apply It: My Steps to Financial Recovery

Write down ideas you remember from the discussion or from the notes you took earlier that would be important for your financial recovery after a disaster.

Property (Other than a home)

Home

Income / Job

Bills / Expenses

Protecting My Money



PRESENT INFORMATION (2 MINUTES)

Get Help

See page 14 in the Participant Guide.



SAY

- A wide variety of organizations can help you recover from disasters.
- No single organization does it all. You should plan to seek help from a variety of sources.
- We are going to review some of the resources for disaster recovery. This is not a comprehensive list, but gives you some good places to start.
- *Where to Get More Information or Help* on page 18 in your Participant Guide lists some resources to explore after the training in addition to the resources mentioned during today's training.

SHOW SLIDE 28



SAY

- **DisasterAssistance.gov** is a website that lists disaster assistance information from federal, tribal, state, local, and private sector partners.

Get Help

- DisasterAssistance.gov
- Federal Emergency Management Agency (FEMA) Disaster Recovery Centers
- Locally-organized disaster relief and recovery meetings

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

28

- By entering some details about your situation, you can view a list of programs and resources that can help.
- FEMA (Federal Emergency Management Agency) Disaster Recovery Centers are also important resources to connect you to disaster recovery help. Disaster Recovery Centers are accessible facilities and mobile offices you can visit to learn more about disaster assistance programs.
- Disaster assistance organizations often hold disaster relief and recovery meetings.
 - The meetings can connect you to important information about disaster assistance.
 - Donations and supplies may also be distributed at these meetings.
 - Find out about these meetings and be sure to attend or send someone in your place. FEMA Disaster Recovery Centers are likely to know the dates, times, and places of these meetings.



PRESENT INFORMATION (2 MINUTES)

Financial Recovery Resources

See page 14 in the Participant Guide.

SHOW SLIDE 29



SAY

- Now let's review a few resources that are especially important for financial recovery.
- As mentioned earlier, start with **DisasterAssistance.gov**. It's a central place to learn about disaster assistance loans and programs.
- FEMA manages the *Individuals and Households Program* which offers financial assistance to eligible individuals and households.
- The Small Business Administration (SBA) provides low-interest, long-term disaster loans to repair or replace uninsured/underinsured property damaged in a disaster.
 - They provide these loans to businesses of all sizes, private non-profit organizations, homeowners, and renters.
 - SBA disaster loans offer an affordable way for individuals and businesses to recover from disasters.
- The Department of Agriculture provides loans for the recovery of homes, businesses, and farms.

Financial Recovery Resources

- Again, start with DisasterAssistance.gov
- FEMA's Individuals and Households Program
- Small Business Administration's low-interest, long-term disaster loans
- Department of Agriculture's disaster loans
- Department of Housing and Urban Development's approved housing counseling agencies
- Home Preservation Hotline

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

29

- The Department of Housing and Urban Development (HUD)-approved housing counseling agencies throughout the country provide advice on buying a home, renting, defaults, foreclosures, and credit issues.
 - Find one at **www.hud.gov/findacounselor** or call HUD's locator service at (800) 569-4287.
- The Homeownership Preservation Foundation sponsors the home preservation hotline. If you are unable to make your mortgage payments on time, you may want to call 1-888-995-HOPE™ (4673) or visit **www.995hope.org** for help.



PRESENT INFORMATION (4 MINUTES)

Watch Out for Scams

See page 14 in the Participant Guide.

SHOW SLIDE 30



SAY

- Not everyone who offers help during a disaster is a legitimate source of help.
- Be on the lookout for scams by people who are taking advantage of the situation.
- Protect yourself by being cautious.
- Be selective when you hire or accept help. Scammers could be posing as home repair contractors, charities, or other organizations involved in disaster relief efforts.

Watch Out for Scams

- Not everyone who offers help is a legitimate source of help
- Be on the lookout for scams
- Protect yourself by being cautious
- Be selective when you hire or accept help



MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

30

SHOW SLIDE 31



SAY

To avoid scams:

- **Get and check references** from people you know.
- **Ask to see state or local permits** from home repair contractors and other professionals.
- **Don't pay a contractor in full upfront** before they finish all the work you hired them to do, especially for big jobs like home repairs.
- **Get and keep receipts.**
- **Don't pay for services that should be free.** For example:

To Avoid Scams

- Get and check references
- Ask to see state or local permits
- Don't pay in full upfront
- Get and keep receipts
- Don't pay for services that should be free

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

31

- FEMA and SBA inspectors do not charge for disaster assistance inspections.
- HUD-approved housing counseling agencies provide free or low cost advice and assistance.

SHOW SLIDE 32**SAY**

- There are more tips to avoid scams

- **Research organizations you are not familiar with.** You can ask for local references. You can also read about others' experience with the company through online rating and review sites or through third parties that rate businesses and charities.
- **Protect your information.**
 - » Avoid sharing your Social Security number, bank account information, or other personal information.
 - » If someone asks you to share that information, ask why they need it, how it will be used, how they will protect it, and what happens if you don't share it.
 - » Always keep personal and financial information in a safe place.
 - » Stop or forward your mail if you will not be able to pick it up at your normal address. This avoids the risk that someone else will access your personal and financial information.
- **Monitor your credit reports.**
 - » Credit reporting agencies, also called credit bureaus or credit reporting companies, make credit reports.
 - » You have the right to one free credit report every 12 months from each of the three nationwide credit reporting agencies.
 - » If you are receiving public assistance, you may be able to access free credit reports more frequently than that.
 - » The only website authorized to fill orders for the free annual credit reports you are entitled to under the law is **www.annualcreditreport.com**.
- **Read scam alerts and report scams.**
 - » The Federal Trade Commission (FTC) maintains a running list of scams at **www.consumer.ftc.gov/scam-alerts**.
 - » You can report scams on the FTC site, too.

More Tips to Avoid Scams

TIPS

- Research organizations you are not familiar with
- Protect your information
- Monitor your credit reports
- Read scam alerts and report scams

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

32



LEAD ACTIVITY (10 MINUTES) – SCENARIO

Try It: Spotting the Red Flags

See page 15 in the Participant Guide.

SHOW SLIDE 33**DO**

- Ask participants to turn to *Try It: Spotting the Red Flags* on page 15 in their Participant Guide.
- Read the scenario to participants or ask for a volunteer to do so.

**SCENARIO: Phyllis Spots Red Flags**

Phyllis just bought her home. Unfortunately, the roof was severely damaged. It happened in a recent storm that was declared a disaster. This morning, someone rang the doorbell and offered to repair the damage. Phyllis asked for references. The contractor said the company has done work for others in the neighborhood and would be happy to email Phyllis their information later.

The contractor told Phyllis that if she pays now, the work can be done immediately. They already have their crew in the area and will do the work more cheaply now than at any other time. If she doesn't have enough cash on hand, she can provide her bank account number for an electronic payment.

**ASK**

- If you were Phyllis, would you hire this person? Why or why not?

**DO**

- Write participant responses on a flip chart or whiteboard.
- Add the following if not contributed:
 - Phyllis probably won't hire this person because the contractor:
 - » Has not provided contact information for references
 - » Asked for payment in full upfront
 - » Asked for Phyllis's bank account number
 - » Is creating a sense of urgency by offering a lower price if she commits to the work right away

- Instead, Phyllis may want to:
 - » Look at her homeowner's insurance policy to see if it will cover roof inspection and repair
 - » Find out if any disaster relief programs are available to her
 - » Alert the police and/or her neighbors about the suspicious contractor



PRESENT INFORMATION (2 MINUTES)

Adjust Your Financial Picture After the Disaster

See page 16 in the Participant Guide.



SAY

- Many of the ideas we have discussed relate to the days immediately following the disaster.
- But after those days are past and you are in a more stable situation, you will need to adjust to how your finances have changed as a result of the disaster. For example:
 - The disaster may have affected your income.
 - You may have new ongoing financial obligations as a result of the disaster, such as medical debt or a mortgage for a home where you can no longer live.

Note to Instructor: Time permitting, ask participants for their ideas about how to adjust to a new financial situation after a disaster. Then you can add the ideas below that weren't mentioned.

SHOW SLIDE 34



SAY

- Here are some of the things you can do to adjust your financial picture, so that it reflects your post-disaster reality:
 - **Take time to grieve and get used to your new reality.** Even if you made financial preparations before the disaster, your financial situation may be very different than it was before the disaster.

Adjust Your Financial Picture After the Disaster

- Take time to grieve and get used to your new reality
- Review and adjust spending and saving plan
- Contact your lenders
- Contact your financial institution
- Get and review your credit reports
- Set new goals and make plans to reach them

MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018

34

- **Review your household's spending and saving plan and adjust it, if necessary.**
- **Contact your lenders** and work with them if you are having difficulty paying your debts due to the disaster.
- **Contact your financial institution** and ask if they have programs or initiatives that can help support your recovery after the disaster.
- **Get and review your credit reports** from annualcreditreport.com and work on resolving any issues.
- **Set new goals and make a plan to reach them.**

Note to Instructor: Some of these topics are covered in more detail in other modules of *Money Smart for Adults*. Consider including sections of these modules in this training:

- Review your household's spending and saving plan (*Module 4: Your Spending and Saving Plan*)
- Work with lenders on managing your debts (*Module 8: Managing Debt*)
- Get and review your credit reports and work on resolving any issues (*Module 6: Credit Reports and Scores*)
- Set new goals and make a plan to reach them (*Module 1: Your Money Values and Influences*)



PRESENT INFORMATION (1 MINUTE)

Section Closing

See page 16 in the Participant Guide.

SHOW SLIDE 35



SAY

- Remember the key takeaway from this section: **Develop an initial plan to recover financially from a disaster. Watch out for scams.**

Section 2: Remember the Key Takeaway

Develop an initial plan to recover financially from a disaster. Watch out for scams.



MONEY SMART FOR ADULTS Module 14: Disasters—Financial Preparation and Recovery September 2018 35

Module Closing

Training Time Estimate: 10 minutes



LEAD ACTIVITY (5 MINUTES)

Remember the Key Takeaways

See page 17 in the Participant Guide.

Note to Instructor: Only mention key takeaways for sections you included in the training.



SAY

- Remember the key takeaways. These are also listed on page 17 in your Participant Guide. Let me know if you have questions about any of them.

Section	Key Takeaway
1: Preparing Financially for Disasters	Save time, money, and stress when a disaster strikes by making financial preparations.
2: Recovering Financially from Disasters	Develop an initial plan to recover financially from a disaster. Watch out for scams.



Take Action

See page 17 in the Participant Guide.

SHOW SLIDE 36



SAY

- You are more likely to take action if you commit to taking action now.
- Consider writing down what you intend to do because of what was covered during this training session.
- Take a few minutes now to answer the questions under *Take Action* on page 17 in your Participant Guide.
 - What will I do?
 - How will I do it?
 - Will I share my plans with anyone? If so, who?



**DO**

- Time permitting, ask participants if they want to share what they are going to do or how they are going to do it.
- Remind participants about the activities in their Participant Guide they can complete after today's training.
- Refer participants to *Where to Get More Information or Help* on page 18 in their Participant Guide for a list of online resources.
- If this is the end of your training, thank participants for attending and administer the post-training survey.

**LEAD ACTIVITY (5 MINUTES)****Post-Training Survey**

See page 21 in the Participant Guide.

Note to Instructor: After training ends, you can ask participants to complete the post-training survey in the back of their Participant Guide. You may want to give them “loose” copies so they don’t have to tear them out. The knowledge questions are the same as those in the pre-training survey.

The answer key is at the end of this Instructor Guide.

You may decide to compare post-training surveys to pre-training surveys to estimate knowledge gains of the entire group or for each participant. If you want to estimate by participant, ask them to write their last name or some other unique identifier on both their pre- and their post-training surveys so you can compare them for a given participant.

SHOW SLIDE 37**SAY**

- Thank you for attending this Money Smart Training called “**Disasters–Financial Preparation and Recovery.**”
- Before you leave, please take a few minutes to complete the Post-Training Survey on page 21 of your Participant Guide.

Post-Training Survey
See page 21 in your Participant Guide

Post-Training Survey
Your instructor may ask you to complete this post-training survey. Please answer these questions:

1. Disaster preparation is necessary only if you live in an area that experiences frequent earthquakes.	True	False
2. Disasters rarely disrupt electronic access to finances so cash reserves are not necessary.	True	False
3. Financial obligations are automatically suspended when disasters strike.	True	False
4. When you are recovering from a disaster, you should get help from whoever offers it.	True	False

MONEY SMART FOR ADULTS Module 14: Disasters–Financial Preparation and Recovery September 2018 37

- I can look at the surveys to tell if I helped you add to your knowledge and to make changes and improvements to future trainings.
 - It should take less than five minutes to complete.
 - Let me know if you have any questions.

**DO**

- Collect the completed surveys if you plan to review them or compare them to pre-training surveys.
- Review the answers to the knowledge questions using the Answer Key on the next page.

Answer Key for Both the Pre- and Post-Training Surveys

1. Disaster preparation is necessary only if you live in an area that experiences frequent earthquakes.
The answer is **false**.
2. Disasters rarely disrupt electronic access to finances so cash reserves are not necessary.
The answer is **false**.
3. Financial obligations are automatically suspended when disasters strike.
The answer is **false**.
4. When you are recovering from a disaster, you should get help from whoever offers it.
The answer is **false**.

Note to Instructor: There are no “right” or “wrong” answers to the remaining questions, which appear in the post-training survey and not in the pre-training survey.

About the Training

Check the box that best describes your agreement or disagreement with each of these statements.

	Completely agree	Somewhat agree	Somewhat disagree	Completely disagree
5. I would recommend this training to others.				
6. I plan to apply what was discussed in this training to my life.				
7. The instructor used engaging training activities that kept me interested.				
8. The instructor was knowledgeable and well prepared.				
9. The Participant Guide is clear and helpful.				

Money Smart for Adults Modules

Thank you for presenting this module. Consider providing training on other Money Smart for Adults modules, as shown below. Visit www.FDIC.gov/moneysmart.

Module Number	Module Name	Module Focus
1	Your Money Values and Influences	Internal values and goals, external influences, and their relationships to financial decisions
2	You Can Bank On It	Financial products, services, and providers
3	Your Income and Expenses	How to track income and expenses
4	Your Spending and Saving Plan	How to develop a spending and saving plan, and how to prioritize spending when money is short
5	Your Savings	Saving money for expenses, goals, and emergencies
6	Credit Reports and Scores	Credit reports and scores, building productive credit histories, and repairing and improving credit
7	Borrowing Basics	Options for borrowing money and the costs
8	Managing Debt	Different kinds of debt and ways to manage it
9	Using Credit Cards	How credit cards work and how to manage them
10	Building Your Financial Future	Ways to build assets, including buying a car and getting training and education
11	Protecting Your Identity and Other Assets	Ways to recognize, respond to, and reduce the risks of identity theft, along with strategies for protecting other assets
12	Making Housing Decisions	Different types of safe and affordable housing, including specific information on renting
13	Buying a Home	The home buying process, including mortgages
14	Disasters—Financial Preparation and Recovery	How to financially prepare for, and recover from, disasters

Visit the FDIC's website at **www.fdic.gov/education** for more information and resources on banking-related issues. For example, FDIC Consumer News provides practical hints and guidance on how to become a smarter, safer user of financial services. Also, the FDIC's Consumer Response Center is responsible for:

- Investigating all types of consumer complaints about FDIC-supervised institutions
- Responding to consumer inquiries about consumer laws and regulations and banking practices

**You can also call the FDIC for information and assistance at
877-ASK-FDIC (877-275-3342).**



MONEY SMART for Adults

INSTRUCTOR GUIDE

Module 14: Disasters – Financial Preparation and Recovery

September 2018

www.fdic.gov/education