

# THE NORTH CAROLINA DEPARTMENT OF INSURANCE TAKES DISASTER RESPONSE SERIOUSLY



The North Carolina Department of Insurance partners with Lowes Home Improvement stores to arrange Insurance Camps following a disaster. These camps allow for insurer catastrophic response vans to be located near areas of disasters and insurance companies to have a base of operations. This local presence allows consumers to have a trusted place to immediately file claims and for insurance companies to quickly get adjusters out to assess damage.



NCDOI staff operate Victim Assistance Centers (VAC) in the days and weeks following a disaster to help consumers understand their insurance claims and file a complaint if needed. Experts are available at every VAC to address insurance concerns and analysts are on hand to deal with complaints and make sure insurance companies are following state laws and insurance policy requirements.



[NCDOI.GOV](http://NCDOI.GOV)



855-408-1212

NC DEPARTMENT OF INSURANCE  
**MIKE CAUSEY, COMMISSIONER**