ONE YEAR LATER

Majority of property still needs repairs.
Majority of families has not received an insurance claim.
Only a small group has received a partial claim.

TOP CUSTOMER CONVERSATIONS
- Damage to roof – leaking or roof gone
- Loss of valuables – clothes, food, electronics, paintings
- Damage to flooring and tiles
- Damage to doors and/or windows
- Damage to porch/porch flooring destroyed
- Seeking reparations for temporary living situation

WHAT DID WE FIND?
- Gaps in process with homeowners. Key issues identified through counseling and meeting face to face with their mortgage servicer.
- Strong need for a public media campaign with consistent information and industry support.
- Time and service delays with companies with mainland offices.
- Strong familial network. Many people attended for a family member who could not come.
- Most families were below the area median income.
- All communications were preferred in Spanish.

PARTICIPANTS
- HOPE NOW
- Kmart Farmacia
- Banco Popular
- Rushmore Loan Servicing
- 1First Bank of Puerto Rico
- Ponce NHS
- Pathstone
- Consumer PR
- Servicios Legales de Puerto Rico
- Clinica de la Albizu (healthcare)
- HUD
- FEMA

For a detailed report of the consumer data, please see Hope Now.
Thank you to our event sponsors Kmart, Banco Popular, and Rushmore Loan Management Services