

Texas State Disaster Coalition Meeting Notes

1/21/2016

Melissa Hield welcomed the group and reviewed the antitrust statement.

North Texas storms and tornadoes: In response to the December 26, 2015, tornadoes that struck communities in North Texas, TDI sent disaster volunteers to the area to help consumers with insurance questions and claims from December 29 through January 15. TDI was based at the Multi Agency Resource Center (MARC) located at the Granger Recreation Center in Garland, along with the American Red Cross, Salvation Army, state and county agencies and non-profit organizations. TDI helped more than 300 consumers with questions about insurance and the claims process. Also, the companies who had policyholders in these communities were out in force quickly following the storm. TDI has received no claim complaints from consumers affected by this event.

A new activity during this response was the TDI Fraud Unit's Catastrophe Response Team. Three fraud investigators (licensed peace officers) coordinated with local law enforcement officials and building inspectors in Garland and Rowlett to enforce city codes for soliciting and construction permits by patrolling the disaster areas, talking with roofers and contractors, and notifying local officials as needed. Local officials were very happy with the results. The Fraud Unit plans to expand this program during future disaster responses.

Topics for 2016 meetings: Please send your suggestions to Melissa Hield.

2016 meeting schedule: All meetings are via conference call and begin at 1:30 p.m. Central time:

- April 21
 - July 21
 - October 20
- Dial in information:
- Dial 877-226-9790
 - Enter passcode 9241684#