



**Rural Development**

**Customer Service  
Center**

4300 Goodfellow Blvd,  
St. Louis, MO  
63120

Voice 800-414-1226  
TDD/TTY 800-438-1832  
Fax 314-457-4430

Dear Homeowner:

**Why We Are Writing:**

The President has declared a disaster which may have impacted the area in which your property is located. We want to ensure that you are aware of the assistance we may be able to provide in the event these severe weather conditions have impacted your property or income.

**What Is Available To You If You Have Been Impacted:**

- If the disaster has damaged your property, please contact us to obtain a claims package. This claims package will explain how to work with your insurance agency and USDA.
- If you have repairs not covered by insurance and your income qualifies, you may be able to obtain a loan from your local Field Office. Please contact your local Field Office for more information on the loan programs.
- If your income has been reduced by over 10% and will be reduced for the foreseeable future, you can request a payment assistance package. We will review the information you provide us to determine if you may be eligible for payment assistance or an increase in the assistance that you currently receive.
- If you have excessive, non-reimbursed repair expenses or have lost your job as a result of the storm, you can request a moratorium package. We will review the information you provide us to determine if you may be eligible for a moratorium on your payments. This moratorium is a suspension of your payment for a period of time and is subject to repayment at a later date. Contact us to request an application.

**How To Contact Us:**

You may contact a Customer Service Representative at 1-888-796-0538 or TDD/TTY 1-800-438-1832. We are available from 7 a.m. to 5 p.m. Monday through Friday Central Time. Please have your account number and social security number available when you call.

**How to Contact FEMA (Federal Emergency Management Agency):**

You may encounter circumstances where your personal insurance will not cover the damage from the storm. If that occurs, please contact FEMA at (800) 621-3362 or TTY (800) 462-7585 for potential additional assistance. You can also contact FEMA at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).

Sincerely,

Customer Service Center