

**San Bernardino County
District Attorney's Office**
www.sbcountyda.org

**State of California
Contractors State License Board**

**Disaster Victims ONLY
(800) 962-1125**

www.cslb.ca.gov
(800) 321-2752 to verify license

Department of Insurance
www.insurance.ca.gov

To verify Public Adjuster's License

(800) 967-9331
Hotline (916) 322-3555
(800) 927-4357
(213) 897-8921
T.D.D.
(800) 482-4TDD (4733)

Better Business Bureau
www.bbb.org
(909) 825-7280

**San Bernardino County
Animal Care & Control**
(800) 472-5609

Local Law Enforcement

**In case of emergency
DIAL 911**

**To report a crime
contact your local law
enforcement agency**

**Insurance Fraud is a
Crime Punishable
by Imprisonment
PC 550**

**District Attorney
Consumer Protection Unit**

(909) 382 7748

**District Attorney
Bureau of Victim Services**

**San Bernardino
(909) 382-3846**

**Rancho Cucamonga
(909) 946-4241**

**Victorville
(760) 552-6947**



Information compiled and
provided to you by the
San Bernardino County
District Attorney's Office
Real Estate Fraud Unit
Consumer Protection Unit
Insurance Fraud Unit

SBDA Graphics Unit 2016

Post Disaster Awareness



*Don't Be
A Victim*

*From the Office of
The San Bernardino
County District Attorney*

*Michael A. Ramos,
District Attorney*

www.sbcountyda.org

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Don't Be a Post Disaster Victim

Price Gouging

For at least 30 days after an emergency is declared, businesses and individuals are not allowed to increase prices by more than 10% for rental houses, hotels and motels, food, drink, (including for animals), tools, construction materials, flashlights, blankets, batteries, soaps, diapers, prescription and nonprescription medicines and first-aid products. The rule applies for 180 days for emergency cleanup and reconstruction services. Save any estimates or receipts.

Public Adjusters

Public adjusters are people who want to represent you in dealing with your insurance company. Public Adjusters get a percentage of the money the insurer pays for your loss. Check carefully to see if they are what you need. Public adjusters need to be licensed and can be checked with the Department of Insurance.

Vendor Fraud

These folks represent themselves as professional intermediaries who claim for a fee they can arrange low-interest loans, expedite relief grants and insurance adjustments and claims. Unscrupulous vendors will often sell substandard materials to victims.

Charity Scams

Con artists try to collect funds for non-existent charities. Only give to those you know are reliable. Beware of copy-cat or similar names to reputable charities. Ask for written information and proof that your contribution is tax-deductible.

Door-To-Door Solicitations

Be cautious, some of these people are just trying to take your money. Do not be hurried or intimidated. If you choose to purchase from or use their services, get all the information and promises in writing.

Fraudulent Contractors

There are two categories: Those working without a license and those who have licenses, but have accepted more work than can be capably met. They do not have the resources, work is often sub-standard or not completed.

Fake Disaster Officials

Always ask for identification and check it out before letting anyone into your home. Some of these rip-off artists will claim that you must pay a processing fee to secure relief.

Tips for Hiring A Contractor

1. Deal with only a licensed and insured contractor.
2. Don't hire the first contractor that comes along. Get recommendations from friends, relatives, neighbors, and co-workers.
3. Take your time signing a contract.
4. DO NOT deal with a contractor who asks you to pay for the entire job up-front.
5. Be skeptical of contractors who encourage you to spend high amounts of money on temporary repairs.
6. Ask a knowledgeable friend, relative, or attorney to review the home repair contract before you sign it.
7. Ask and check for references.
8. Check with Contractors State License Board to verify the license.

Disasters attract fly-by-night contractors and door-to-door scam artists into the area. These people are very eager to capitalize on your misfortunes.

After loss or damage has occurred, keep the following in mind;

- Beware of Identity Theft. Do not give any of your personal information such as Social Security Number, driver's license number, or insurance information to anyone contacting you.

- Keep a log of names of the people you speak with along with the dates, times and a summary of pertinent points. Keep your paperwork.

- Contact your insurance company immediately to report your loss. Follow their instructions. Do not clean up until they instruct you to do so.

- Take your own pictures documenting damage.

- Do not rush into repairs or rebuilding. Consider all your alternatives. A good contractor will let you check things out before you make a decision.

- Contact U.S. Post Office (800) 275-8777 to make proper arrangements to stop mail delivery.