



2018 Results HOPE NOW PUERTO RICO DISASTER RECOVERY



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

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



Gaps in process with homeowners. Key issues identified through counseling and meeting face to face with their mortgage servicer.



Time and service delays with companies with mainland offices.



Most families were below the area median income.

WHAT DID WE FIND?



Strong need for a public media campaign with consistent information and industry support.



Strong familial network. Many people attended for a family member who could not come.



All communications were preferred in Spanish.

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