

A photograph of three elderly people smiling in a park. On the left is a white man with glasses and a beard wearing a white shirt. In the middle is a Black man wearing a cap and a maroon shirt. On the right is an elderly woman with glasses wearing a floral patterned top. The background shows green trees and a city skyline.

DC DEPARTMENT
OF INSURANCE,
SECURITIES AND
BANKING

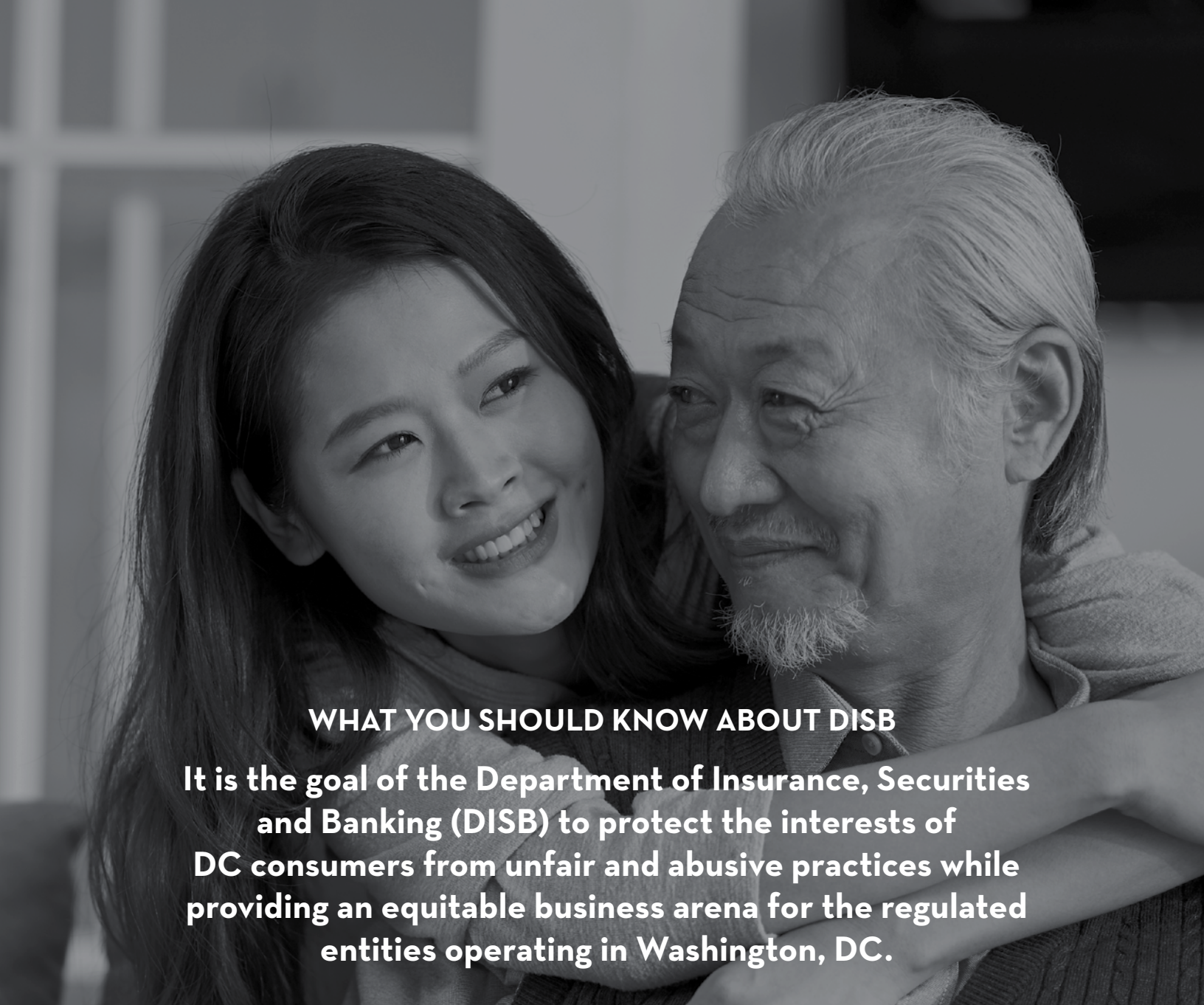
FINANCIAL EMPOWERMENT RESOURCES FOR DC SENIORS

Learn how to prevent fraud, choose the right insurance and take advantage of DISB programs and services.



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WHAT YOU SHOULD KNOW ABOUT DISB

It is the goal of the Department of Insurance, Securities and Banking (DISB) to protect the interests of DC consumers from unfair and abusive practices while providing an equitable business arena for the regulated entities operating in Washington, DC.

DISB's mission is three-fold:

1

Cultivate a regulatory environment that protects consumers and attracts and retains financial services firms to the District

2

Empower and educate residents on financial matters

3

Provide financing for District small businesses

WHAT WE DO

The Department oversees DC financial service providers, including insurance companies, insurance agents, investment advisers, broker-dealers, District chartered banks, mortgage lenders, brokers and servicers, check cashers, money transmitters, money lenders, consumer service contract organizations, appraisal management companies and student loan servicers.

Contact us at 202.727.8000 or visit us online at [DISB.dc.gov](https://disb.dc.gov) to access our programs and services.

File a Complaint

If you believe you have been treated improperly or unfairly by a financial institution, you can file a consumer complaint with DISB. We will investigate your complaint to see if any District laws, rules or regulations were violated, or contract provisions breached. If your complaint involves an entity that we do not regulate, DISB will refer the complaint to the appropriate regulator for you and work with our contacts to help resolve the problem.

Prevent Foreclosure

DISB provides resources to help DC consumers avoid foreclosure.

The resources include foreclosure mediation, housing counseling and legal aid for homeowners. DISB encourages residents to call the District's Foreclosure Prevention Hotline at 202.265.CALL (2255) to access these resources.

Access Financial Education

DISB has an array of financial education resources for consumers and small business owners. Take advantage of programs such as Financially Fit DC, Bank on DC, Opportunity Accounts, DC BizCAP and our Financial Empowerment Center.

Request a Speaker

DISB has a team of experts who can speak on a broad range of financial and insurance issues. Invite a DISB financial services professional to speak at your neighborhood meetings, panel discussions and events.



PROTECTING SENIORS FROM FRAUD

DISB provides tips on how you can protect yourself and your family from fraud. Senior citizens especially should be aware of financial fraud scams, which come in different forms such as in-person, by telephone or through unsolicited letters and emails.

Why Should Seniors Be Concerned?

The Department has learned that older residents may be targeted for fraud for several reasons:

- 1 Older residents are most likely to have nest eggs, own their homes or have excellent credit, all of which scammers will try to leverage to their benefit.
- 2 Individuals who grew up in the 1930s to 1950s are generally polite and trusting. The scammers will exploit these traits knowing that it is difficult for seniors to say “no” or just hang up the phone.
- 3 Older residents are less likely to report fraud because they don’t know whom to report it to, are too ashamed, do not know they are victims or worry that relatives will think they no longer have the mental capacity to take care of their affairs.
- 4 When elderly victims report crime, they often make poor witnesses. The scammer knows the effects of age on memory and count on the fact that victims will not be able to supply detailed information to investigators.
- 5 Older residents may be very interested in products that promise increased cognitive function, virility and similar performance enhancing capability that could make them more susceptible to unproven and unapproved health-related items and sales pitches of dubious value.

Common Scams Targeted at Seniors

Medicare Fraud

Senior citizens are frequent targets of Medicare schemes, especially by medical equipment manufacturers who offer seniors free medical products, and by scammers offering “free” genetic cancer testing in exchange for their Medicare numbers. Since a physician must sign a form certifying the need for the equipment or testing, con artists fake signatures or bribe corrupt doctors to sign the forms. Medical equipment and genetic testing fraudsters target seniors through telemarketing calls, booths at public events, health fairs and door-to-door solicitations.

Once a signature is in place, the manufacturers bill Medicare for merchandise or services that were not needed or ordered. Before you give the salesperson your Medicare numbers, confirm with your doctor that you need the medical equipment. Also, ask your doctor to provide a detailed account of the services needed. Review any account statements carefully and report errors immediately.

Home Improvement Fraud

Example: A contractor calls or knocks on your door and offers to install a new roof or make other improvements at a reasonable price. You tell him you’re interested but can’t afford it. The contractor says, “no problem” and indicates that they can arrange financing through a lender. You agree to the project and the contractor begins work.

At some point after the contractor begins work, you are asked to sign papers. The papers may be blank, or you are rushed to sign before thoroughly reviewing them. The contractor may threaten to stop the work if you do not sign the papers. You sign the papers and realize later that the papers you signed



are for a home equity loan. The interest rate, points and fees seem very high. To make matters worse, the work on your home isn't done right or hasn't been completed, and the contractor, who may have been paid by the lender, has little interest in completing the work to your satisfaction. Don't allow the contractor or lender to rush you into a decision. Check out the contractor's license with the DC Department of Buildings at 202.671.3500 and report the lender's activities to DISB at 202.727.8000.

Sweepstakes and Lottery Scams

The elderly are among the most targeted population when it comes to sweepstakes and lottery scams. This is often how it works: You receive a phone call or a notice in the mail saying you won \$50,000 and then you are pressured to send in \$500 for the taxes on your prize money. Beware! This is a scam. Don't send any money or give your personal information to these callers. DISB is advising you to be skeptical of calls saying you won a sweepstakes or lottery that you may not have even entered.

Internet Fraud

As more senior citizens use the internet there are increased chances for them to become victims of fraud. Emails are sent to individuals with the purpose of capturing confidential personal and financial information such as passwords, checking and credit card account numbers and Social Security numbers. The scammers use the information to steal your identity to commit other types of fraud (e.g., to create counterfeit bank accounts and credit cards). Do not respond to unsolicited email offers. It is best to just delete them. If your identity is stolen, report the crime to your financial services provider and to the three credit bureaus: Equifax: **equifax.com** or 1.800.525.6285; Experian: **experian.com** or 1.888.397.3742; and TransUnion: **transunion.com** or 1.800.680.7289.

Call DISB and Report Suspicious Activity

Reports of fraudulent activity that are made to DISB are kept confidential. If you suspect fraud or a financial crime, please call us at 202.727.8000, email **disb@dc.gov** or visit us at **DISB.dc.gov** to file a secure complaint online.



Affinity Fraud: Scams Targeting the Faithful

Affinity fraud is an investment scam that preys upon members of identifiable groups, which can include social, ethnic, religious, political or professional associations. The problem with affinity fraud is that people may let their guards down when offered an investment opportunity by a fellow member of a church, social club or someone they know. DISB warns consumers about affinity fraud and encourages you to properly research any investment opportunity.

How Do They Do It?

The perpetrators of affinity fraud commonly are—or pretend to be—members of the group they are trying to scam. They develop a sense of trust by being from the same community or sharing a common heritage. They overcome others' natural skepticism by preying on the belief that persons from the same affinity group can be trusted because they share the same background and interests. Affinity fraud exploits the faith, love, trust and friendships that exist in groups of people who have something in common.

Affinity fraud is often associated with "Ponzi" or pyramid schemes. These schemes give a false illusion that the investment is successful by raising money from new investors to make payments to earlier investors. The con artists want you, the investor, to believe your investment is safe so you will reinvest or encourage others to invest.



Ways to Avoid Being a Victim

- ▶ Make a budget.
- ▶ Beware of investment opportunities that promise great returns quickly.
- ▶ Beware of investment opportunities that are based on or challenge a person's faith or obligation to give because of religious beliefs or interest in advancing a group.
- ▶ Beware of testimonials or endorsements from other group members. Scam artists frequently pay out high returns to early investors using money from later arrivals.
- ▶ Check out everything before you invest. Never make an investment decision that is based solely on the recommendation of a leader or member of an organization or group to which you belong. You should investigate offers thoroughly.
- ▶ Do not fall for investments that promise spectacular profits or "guaranteed" returns. If an investment seems too good to be true, then it probably is. Generally, the greater the potential return the investment offers, the greater the risk of losing money.
- ▶ Be skeptical of any investment that is not fully documented in writing. Avoid an investment if you are told there is insufficient time to put the details or terms in writing. Also, you should be suspicious if you are told to keep the investment opportunity to yourself.

- ▶ Don't be pressured or rushed into an investment before you have a chance to think about it and investigate it. Watch out for investments that are pitched as "once-in-a-lifetime" opportunities, especially when the promoter bases the recommendation on "inside" or "confidential" information.
- ▶ Seek professional advice by asking a neutral outside expert not in your group—attorney, accountant, banker, stockbroker or financial planner—to evaluate the investment.

Questions to Ask Before Investing

- ▶ Is the seller licensed? Is the investment registered in the District of Columbia? To find out, call DISB at 202.727.8000. Note: According to District of Columbia law, securities to raise funds for any nonprofit organization must be filed with DISB. This measure provides an opportunity for DISB to review offerings for appropriate disclosures.
- ▶ Has the seller given you written information that fully explains the investment and the risks of investing? Be sure to review prospectus or offering circular before you buy.
- ▶ Are claims made about the investment realistic?
- ▶ Does the investment meet your personal investment goals? Investments should match your own long- or short-term investment goals.





BEWARE OF ROMANCE SCAMS

Millions of people every year use dating apps or social media platforms (Facebook, Instagram, TikTok, Snapchat, and many others) to make a connection and find love. But sometimes, they end up instead with a broken heart and an empty wallet. Romance scams, also known as online dating scams, are among the most common scams on the internet.

Scammers create online profiles with attractive photographs taken randomly from the web. Sometimes, they assume the identities of real people.

How to Recognize Online Romance Scams

- ▶ Beware of individuals who make excuses about why they can't meet in person or refuse to speak via video chat.
- ▶ Beware of unknown people who request that you send or wire them money or cryptocurrency or ask you to purchase gift cards and provide them with the numbers online.
- ▶ Be skeptical of a person who professes their love and/or strong feelings in a short time period. If requested, never send or forward money to someone you haven't met in person and don't act on their investment advice.
- ▶ Beware of a person whose online dating profile does not match their conversation with you.
- ▶ Beware of a person who requests that you start communicating by text, phone or personal email instead of via the original website or platform.

Protect Yourself

If you suspect that you are an unwitting victim of a romance scam, do the following immediately:

- 1 Talk to family members or trusted friends about a new love interest to get additional feedback.
- 2 Deliberately slow down all activities with the scammer.
- 3 Stop and discontinue all communications with the romance scammer - including online chats, texting and telephone calls.
- 4 Do not be pressured or intimidated into doing anything that makes you feel uncomfortable, including sending money or anything of value to the romance scammer.
- 5 Do not be threatened directly or indirectly into making financial decisions.
- 6 Do not attempt to provoke, challenge or threaten the romance scammer.

INSURANCE TIPS FOR HOMEOWNERS AND RENTERS

Whether you're a homeowner or renter, insurance coverage is vital to protecting your property and financial assets. A homeowner's insurance policy typically provides coverage for loss or damage to your home's physical structure, detached structures (e.g., tool shed or garage), and personal property (e.g., TVs or furniture). Additionally, personal liability coverage is provided in case others are injured on your property or by your actions (e.g., your dog bites a guest) and loss of use (additional costs you might incur for reasonable housing and living expenses if a covered event makes your living quarters temporarily uninhabitable).

As a renter, your insurance policy varies slightly from a homeowner's insurance policy. A renter's policy covers loss or damage to your personal property and protects you against personal liability and loss of use. A renter's policy does not insure structures you do not own.

You have the option to insure your property for the replacement cost or actual cash value. Actual cash value is the amount it would take to repair your home or replace damaged possessions after factoring in depreciation. Replacement cost value is the amount of money it would take to replace your damaged or destroyed home with the exact same or similar home in today's market.

It is a good idea to make an inventory of all your personal belongings and save receipts for major items, along with a photograph or video of each room. Store copies of the documentation in a safe deposit box or another off-site secure location in case your home is destroyed. You can download the free National Association of Insurance Commissioners Home Inventory app from the App Store and Google Play or visit [DISB.dc.gov](https://www.dishb.dc.gov) to get started.

Navigate over 50 District resources to help you thrive as a DC homeowner at [frontdoor.dc.gov](https://www.frontdoor.dc.gov).



Review your policy regularly and tailor your coverage to recognize high-value items.

Important Considerations

Here are a few helpful tips regarding your homeowner's and renter's insurance:

- ▶ Review your policy regularly and tailor your coverage to recognize high-value items, significant changes in need, and increases in risks or exposures.
- ▶ Expensive valuables—such as jewelry, antiques or art—may require an additional endorsement or rider to a basic insurance policy, as these items are unique and subject to separate coverage limitations.
- ▶ Unrelated roommates each need their own individual renter's policy.
- ▶ A swing set, pool or trampoline increases liability exposures and may need a separate endorsement and/or increased liability coverage.
- ▶ Inquire about eligible premium discounts. Taking certain actions, fitting specific devices, or installing recognized systems could qualify you for premium discounts.
- ▶ Be sure to assume direct responsibility for your homeowner's insurance premium payments as soon as your mortgage is paid off so that your policy doesn't lapse.
- ▶ Damage to your home or belongings caused by flooding is not typically included in a homeowner's policy. If you live in an area prone to flooding, inquire about flood insurance through the federal government's National Flood Insurance Program. Your insurance agent can help you obtain flood insurance. [See page 24 for more information on flood and water damage.]

Homeowner's insurance coverage for seniors is not much different from coverage for other age groups. Seniors who have modified their home by installing stairlifts or wheelchair ramps should discuss these additions with their insurance agent to determine if additional coverage is needed.

Seniors may also want to consider higher limits on personal property, guest medical payments and personal liability coverage.

Before you sign an application for insurance, take a few minutes to call DISB and confirm that the company is legitimate and authorized to sell insurance in the District of Columbia. You can reach us at 202.727.8000 or online at [DISB.dc.gov](https://www.dishb.dc.gov).

Portions of this excerpt is provided as a courtesy of the National Association of Insurance Commissioners.

FORECLOSURE PREVENTION PROGRAM

DC homeowners can access free foreclosure prevention counseling to get help if they're worried about paying their mortgage, are behind on their mortgage payments, or are in the process of foreclosure. A counselor will help you assess your financial situation, consider alternatives to foreclosure, and apply for assistance. Counselors may also connect you to legal assistance if your lender has already started the foreclosure process or if they identify loan fraud or predatory lending—lending that is unfair or abusive. You may qualify for up to five hours of free legal assistance.

This program is called the Foreclosure Prevention Program and is offered by DISB in partnership with Housing Counseling Services, a local nonprofit that provides counseling, training, advocacy, technical assistance, and housing opportunities for homebuyers, homeowners and tenants.

What is foreclosure?

Foreclosure is the legal process that takes place when a mortgage lender takes ownership of a property because a homeowner misses several payments on their mortgage or otherwise breaks their mortgage contract. Foreclosure can be avoided when the homeowner and lender agree to a path forward, sometimes with support from a housing counselor or other legal mechanisms.

Do all eligible applicants receive free counseling?

Yes.

What do I do first to get help?

The first step is signing up to attend a foreclosure prevention clinic for homeowners who are concerned about foreclosure. Clinics are held weekly by Housing Counseling Services.

How do I sign up?

Call the DC Foreclosure Prevention Hotline at 202.265.2255, Monday through Friday from 9 a.m. to 5 p.m., to register for

a foreclosure prevention clinic. You can also sign up on the Housing Counseling Services website or visit housingetc.org.

Are there additional requirements I should know about?

No, there are no additional requirements.

What happens after I go to a foreclosure prevention clinic?

If you still have issues after attending the clinic, you may meet with a free housing counselor for more help. The housing counselor may ask you to gather documents to help them understand your financial situation and the current status of your mortgage. They'll let you know what they need. Be ready to talk about why you are having trouble making your payments, what you're doing to resolve the issue, and details about your financial situation.

The help you get will depend on your situation. The housing counselor may evaluate your situation, review your budget and finances, suggest possible actions you can take to improve your finances, connect you up to five hours of free legal assistance, or help you apply for financial assistance.

I think I've been scammed. What do I do?

If someone asks you for money to help avoid foreclosure, it may be a scam. You can get free, expert assistance from a housing counselor.

If you suspect a scam, request help from DISB to investigate the problem and/or report it to the Federal Trade Commission at 877.382.4357.

My lender has filed a court case against me. How can I prepare and what can I expect when I go to court?

A housing counselor can help you prepare for the court appearance and can connect you with a lawyer. You can also ask them to come to court with you to help you make decisions. There are also free counselors and lawyers available who can help. Reach out for help as soon as you receive notice that your lender has filed a court case.

My lender sent me a notice to participate in mediation. Can someone help me understand the mediation process?

If your lender decides to pursue mediation, this may give you an opportunity to find options to prevent foreclosure. A housing counselor can help you complete the forms and prepare for mediation.

I still have questions. What do I do?

Please reach out to Housing Counseling Services at 202.265.2255, Monday through Friday, 9:00 a.m. to 5:00 p.m. If you would like to talk to someone in DC government about the program, please reach out to DISB at 202.442.7765, Monday through Friday, 8:15 a.m. to 4:45 p.m., or email us at disb@dc.gov using the subject line "foreclosure."

THINGS YOU DON'T KNOW ABOUT REVERSE MORTGAGES

Frequently Asked Questions about Reverse Mortgages

DISB often fields questions on reverse mortgages. Below are some frequently asked questions to help District residents better understand how reverse mortgages work. Before getting a reverse mortgage, consider these tips and feel free to reach out to DISB to make sure that you are dealing with an authorized, licensed mortgage lender.



A reverse mortgage is a loan that allows homeowners age 62 and older to borrow against the equity in their homes.

What is a reverse mortgage?

A reverse mortgage is a loan that allows homeowners age 62 and older to borrow against the equity in their homes. Homeowners can take out a loan without having to sell the home. Reverse mortgages can help some seniors stay in their homes while getting income in retirement.

How do I receive the money from a reverse mortgage loan?

This depends on the type of loan, the lender you choose, and the payment option that you select. Most reverse mortgages today are insured by the Federal Housing Administration (FHA) as part of its Home Equity Conversion Mortgage (HECM) Program. With an HECM loan, you can receive your money in one of three ways: as a line of credit, in monthly installments, or a lump sum. You can also receive a combination of monthly installments and a line of credit.

What are the requirements to be eligible for a reverse mortgage?

To be eligible for a reverse mortgage, you must:

- ▶ Be a homeowner 62 years of age or older;
- ▶ Own your home outright or have a low mortgage balance that can be paid off at closing with proceeds from the reverse loan;
- ▶ Have the financial resources to pay ongoing property charges including taxes and insurance; and
- ▶ Live in the home.

You are also required to receive consumer information free or at very low cost from an HECM counselor prior to obtaining the loan. You can find an HECM counselor online or by calling 1.800.569.4287.

Can I apply for an HECM even if I did not buy my present house with FHA mortgage insurance?

Yes. You may apply for an HECM regardless of whether or not you purchased your home with an FHA-insured mortgage.

What types of homes are eligible?

To be eligible for the FHA HECM, your home must be a single-family home or a two- to four-unit home with one unit occupied by the borrower. HUD-approved condominiums and manufactured homes that meet FHA requirements are also eligible.

What are the differences between a reverse mortgage and a home equity loan?

With a second mortgage, or a home equity line of credit, borrowers must make monthly payments on the principal and interest. A reverse mortgage is different, because it pays you; there are no monthly principal and interest payments. With a reverse mortgage, you are still required to pay real estate taxes, utilities, and hazard and flood insurance premiums.



Will we have an estate that we can leave to our heirs?

When the home is sold or no longer used as a primary residence, the cash, interest and other HECM finance charges must be repaid. All proceeds beyond the amount owed belong to your spouse or estate. This means any remaining equity can be transferred to heirs. No debt is passed along to the estate or heirs.

How much money can I get from my home?

The amount varies by borrower and depends on:

- ▶ Age of the youngest borrower or eligible non-borrowing spouse;
- ▶ Current interest rate; and
- ▶ Lesser of appraised value or the HECM FHA mortgage limit of \$625,500 or the sale price.

If there is more than one borrower and no eligible non-borrowing spouse, the age of the youngest borrower is used to determine the amount you can borrow.

Should I use an estate-planning service to find a reverse mortgage lender?

FHA does NOT recommend using any service that charges a fee for referring a borrower to an FHA-approved lender. You can locate an FHA-approved lender by searching online at hud.gov or by contacting an HECM counselor for a listing. Services rendered by HECM counselors are free or low cost. To locate an HECM counselor, search online or call 1.800.569.4287 toll-free for the name and location of a HUD-approved housing counseling agency near you.

How do I receive my payments?

For adjustable interest rate mortgages, you can select one of the following payment plans:

- ▶ **Tenure:** equal monthly payments if at least one borrower lives and continues to occupy the property as a principal residence.
- ▶ **Term:** equal monthly payments for a fixed period of months selected.
- ▶ **Line of Credit:** unscheduled payments or in installments, at times and in an amount of your choosing until the line of credit is exhausted.

- ▶ **Modified Tenure:** combination of line of credit and scheduled monthly payments for as long as you remain in the home.
- ▶ **Modified Term:** combination of line of credit plus monthly payments for a fixed period of months selected by the borrower.
- ▶ For fixed interest rate mortgages, you will receive the Single Disbursement Lump Sum payment plan.
- ▶ **Single Disbursement Lump Sum:** a single lump sum disbursement at mortgage closing.

How does a reverse mortgage affect my other benefits?

A reverse mortgage may change your monthly income. So, if you receive Social Security, Medicare and Medicaid, you should consult your financial advisor and the appropriate government agencies for the impact on taxes or government benefits.

What if I change my mind and no longer want the loan after I go to closing? How do I do this?

By law, you have three calendar days to change your mind and cancel the loan. This is called a three-day right of rescission. The process of canceling the loan should be explained at loan closing. Be sure to ask the lender for instructions on this process. Mortgage lenders differ in the process of canceling a loan. You should ask for the names of the appropriate people, phone numbers, fax numbers, addresses, or written instructions on whatever process the company has in place. In most cases, the right of rescission will not be applicable to HECM for purchase transactions.

When do we pay off the loan?

The reverse mortgage loan is paid off at closing.

This information is provided courtesy of the U.S. Department of Housing and Urban Development and the Consumer Financial Protection Bureau.

WHAT YOU NEED TO KNOW ABOUT INSURANCE, FLOODS AND WATER DAMAGE

DISB is part of the DC Flood Task Force that develops policies and projects to bolster flood readiness and protect residents from the damage that floods can cause.

Is flooding covered by standard insurance?

Nether a standard homeowner's insurance policy nor a water backup and sump pump overflow coverage endorsement provide protection against flood loss. You must purchase a separate flood insurance policy or, if available, secure a flood insurance endorsement through your homeowner's insurance policy. A Backup of Sewer, Drain & Sump Pump Endorsement may help you repair or replace property that is damaged because of sewage or sump pump backups.

A renter's insurance flood policy or water backup endorsement provides coverage for only your personal belongings. Remember, your landlord's policy does not provide coverage for loss or damage to your personal property.

A commercial flood policy provides business owners with up to \$500,000 in coverage for damage to the building structure and \$500,000 in contents coverage caused by a flood. Coverage for the building you own could include damage to floors, walls, ceilings, plumbing, electrical and HVAC systems. Content coverage could include inventory, merchandise, machinery, tools, equipment, fixtures and other contents within your business location.

National Flood Insurance Program

Flood insurance is available for homeowners, renters and business owners through the National Flood Insurance Program (NFIP) and can be purchased through an insurance agent or private insurer. The NFIP may be contacted via email at floodsmart@fema.dhs.gov. You may also contact the FEMA Mapping and Insurance eXchange Center at 877.336.2627.



Important Tips

During a flood, please stay safe, follow District government procedures, and contact DISB for additional assistance at 202.727.8000. Join ReadyDC to be aware, make a plan, build a kit, and stay informed—learn more at ready.dc.gov.

There are several steps you can take to protect yourself from a flood. They include:

- ▶ Ensuring that your property grade allows water to run away from the foundation of your home;
- ▶ Installing flood vents;
- ▶ Installing a water alarm or sensor that lets you know if water is accumulating in your basement;
- ▶ Developing an emergency plan;
- ▶ Cleaning debris from drains, gutters and spouts;
- ▶ Using the United States Geological Survey Water Alert System at dashboard.waterdata.usgs.gov to receive text messages when a stream in your area is rising to flood levels; and
- ▶ Checking with your insurance agent or company to review your coverage and available options (regardless of whether you rent or own).

Contact Us

View tips for filing claims and a list of property insurers at [DISB.dc.gov/claims](https://disb.dc.gov/claims). If you are concerned that you are being treated unfairly by your insurer, reach out to DISB with questions, concerns or complaints. Email us at floodcomplaints@dc.gov, call 202.442.7828 or visit [DISB.dc.gov/node/448352](https://disb.dc.gov/node/448352).

FINANCIALLY FIT DC

The Financially Fit DC Program provides an online tool that helps District residents assess and enhance their financial well-being.

Financially Fit DC is a District government initiative aimed at strengthening financial stability for individuals, families and the District community. It offers financial education tools and resources to connect you to resources personalized for your financial situation. The program helps you take control of everyday finances. You can identify short-term needs and set plans to reach long-term goals through a personalized roadmap that will help you create financial freedom.

Topics include:

- ▶ Making a budget
- ▶ Building wealth through savings
- ▶ Understanding and managing your credit profile
- ▶ Preparing to buy a home
- ▶ Planning for retirement
- ▶ Helping the next generation plan for their financial future

Are you ready to get started on the pathway to a Financially Fit DC? Start by testing your financial wellness at **financiallyfitdc.com**.

Financially Fit DC is sponsored by DISB and the Mayor’s Office on African American Affairs.

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