



GREENVILLE COUNTY

EMERGENCY MANAGEMENT

FOR IMMEDIATE RELEASE

October 2, 2024

GREENVILLE COUNTY OFFICIALS GIVE UPDATE ON NAVIGATING INSURANCE CLAIMS

GREENVILLE, SC – Greenville County officials continue to urge citizens to apply for the Federal Emergency Management Agency (FEMA) Individual Assistance program online at www.DisasterAssistance.gov, by calling 1-800-621-3362 or by using the [FEMA App](#).

As recovery efforts continue, the South Carolina Department of Insurance will be available on October 3rd and 4th, both Thursday and Friday at 79 Woodruff Industrial Lane, Greenville, SC, from 9 a.m. to 6 p.m. to assist residents in contacting insurance companies. The SC DOI's Office of Consumer Services will be answering insurance-related questions and assisting in helping navigate potential insurance scams that can arise following a disaster.

The United Way of Greenville County is accepting donations, both in person at their 105 Edinburg Court location and online at the [United Way of Greenville County Community Relief Fund](#), where 100 percent of your donations will support recovery efforts and resources in Greenville County.

The United Way of Greenville County donation site will be open from Monday-Saturday, 10 a.m. to 4 p.m. Donations can include non-perishable foods, bottled water, first aid supplies, cleaning supplies, diapers, and pet food.

The State Forestry Commission Burn Ban is still in effect. The burn ban prohibits all outdoor burning, including yard debris burning, in unincorporated areas, as well as burning for forestry, wildlife or agricultural purposes. The ban does not apply to fires used for the preparation of food or fires used in appropriate enclosures (portable outdoor fireplaces, chimineas, or permanent fire pits constructed of stone, masonry, metal or other noncombustible material that conforms with all applicable South Carolina fire codes).

The burning ban is intended to ease the strain on firefighting personnel and law enforcement officials, many of whom were dispatched to affected areas to assist with road clearing, damage assessment and related cleanup.

- Bottled water distribution and MREs (Meals Ready to Eat) for citizens s been set up at 35 E. Antrim Drive in the parking lot beside McAlister Square from 10AM to 6PM.
- A shelter has been set up at Hillcrest High School.
- A Medical Needs Shelter is open at the Bon Secours Wellness arena for those who have electricity dependent medical needs along with their caregivers.
- If you are not sure if you need a Medical Needs shelter, you can call SCDPH Medical Needs Line 1-855-472-3432.
- For those in Greenville County looking for information on Helene Assistance, you can call 864-467-3428 between 7AM and 7PM. Call 911 for emergencies only.
- For immediate, non-emergency needs call United Way at 2-1-1 or text "HELP" or "AYUDA" to 211-211.

The County is still experiencing 46% power outages. Please use extra caution if you are out on the roads. Please do not move barricades as they are there to protect from electrical lines or washed-out roads. If you come across an intersection where a traffic light is out, treat it like a four-way stop.