



CARTER COUNTY BANK AND MOUNTAIN COMMUNITY BANK ARE DIVISIONS OF BANK OF TENNESSEE

MEMBER FDIC

# WE ARE HERE TO HELP...

## DISASTER RELIEF INFORMATION

This is our home; it has been our home since we began our operations many years ago. We've been a part of this community and watched it grow and change, and the devastation our region has endured in the last week is unlike anything we have seen before.

This information has been gathered for you and is meant to help in this time of need. We are also a resource and are here to help.

If you need access to a computer or the internet to access additional information, please contact our Customer Care Team at 1.866.378.9500 or visit any of our branches.



# THIS IS HOME

# **RECOVERY AND RELIEF INFORMATION FOR NORTH CAROLINA RESIDENTS**

## **RESOURCES FROM MOUNTAIN COMMUNITY BANK**

If you are in need of financial assistance or relief due to the aftermath of Hurricane Helene, we are ready to help you with:

- Business loan assistance
- Personal loan assistance
- Fees and overdraft assistance
- Fixed asset and equipment loans
- Working capital loans
- Advice and guidance

Call us Monday – Friday, 8am – 5pm ET (6pm ET on Friday): 866-378-9500

Find information on our website at [www.mountaincommunitybank.com](http://www.mountaincommunitybank.com)

## **FEDERAL AND STATE RESOURCES**

**USA.gov Official Website** <https://www.usa.gov/hurricane-helene>

Learn how the U.S. government is responding to Hurricane Helene. Find resources to help you recover from the disaster.

**Federal Emergency Management Agency (FEMA) Website**

<https://www.fema.gov/disaster/current/hurricane-helene>

The President declared a major disaster for the State of North Carolina on September 28, 2024, as a result of Tropical Storm Helene, pursuant to his authority under the Stafford Act.

Those eligible for FEMA's IA program may receive help with rental assistance, home repair, and personal property replacement, in addition to other uninsured or underinsured disaster losses.

### **Apply for Assistance**

You can apply for assistance in three ways:

1. Online by visiting [disasterassistance.gov](http://disasterassistance.gov)
2. Call 800-621-3362. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.
3. Download the FEMA app

**Small Business Administration (SBA) Website** <https://www.sba.gov/funding-programs/disaster-assistance/hurricane-helene>

SBA disaster assistance for homeowners, renters, nonprofits, and businesses of all sizes affected by Hurricane Helene.

**Areas eligible for SBA disaster loans:**

- Florida
- Georgia
- North Carolina
- South Carolina
- Tennessee
- Virginia

**Types of available disaster loans**

- Home Disaster Loans: Loans to homeowners or renters to repair or replace disaster-damaged real estate and personal property, including automobiles.
- Business Physical Disaster Loans: Loans to businesses to repair or replace disaster-damaged property owned by the business, including real estate, inventories, supplies, machinery and equipment. Businesses of any size are eligible. Private, non-profit organizations such as charities, churches, private universities, etc., are also eligible.
- Economic Injury Disaster Loans (EIDL): Working capital loans to help small businesses, small agricultural cooperatives, small businesses engaged in aquaculture, and most private, non-profit organizations of all sizes meet their ordinary and necessary financial obligations that cannot be met as a direct result of the disaster. These loans are intended to assist through the disaster recovery period.

**Get help with your application**

Applicants are encouraged to apply online for a disaster loan (if possible). Please call 800-659-2955 or schedule an in-person appointment if you have any questions.

**Application for North Carolina Residents:** <https://lending.sba.gov/search-disaster/?disaster=NC-20007>

A fact sheet on disaster loans, terms and rates follows.



U.S. Small Business  
Administration

## U.S. SMALL BUSINESS ADMINISTRATION FACT SHEET - DISASTER LOANS

### ***NORTH CAROLINA Declaration 20701 & 20702*** *(Disaster: NC-20007)*

**Incident: TROPICAL STORM HELENE**

occurring: ***September 25, 2024 & continuing***

in the ***North Carolina*** counties of: ***Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, Yancey and The Eastern Band of Cherokee Indians***; for economic injury only in the contiguous ***North Carolina*** counties of: ***Cherokee, Graham, Iredell, Mecklenburg, Surry, Swain, and Yadkin***; for economic injury only in the contiguous ***Georgia*** counties of: ***Rabun, Towns, and Union***; for economic injury only in the contiguous ***South Carolina*** counties of: ***Cherokee, Greenville, Oconee, Pickens, Spartanburg, and York***; for economic injury only in the contiguous ***Tennessee*** counties of: ***Carter, Cocke, Greene, Johnson, Sevier, and Unicoi***; and for economic injury only in the contiguous ***Virginia*** County of: ***Grayson***

#### ***Application Filing Deadlines:***

**Physical Damage: *November 27, 2024***

**Economic Injury: *June 30, 2025***

If you are located in a declared disaster area, you may be eligible for financial assistance from the U. S. Small Business Administration (SBA).

#### **What Types of Disaster Loans are Available?**

- **Business Physical Disaster Loans** – Loans to businesses to repair or replace disaster-damaged property owned by the business, including real estate, inventories, supplies, machinery and equipment. Businesses of any size are eligible. Private, non-profit organizations such as charities, churches, private universities, etc., are also eligible.
- **Economic Injury Disaster Loans (EIDL)** – Working capital loans to help small businesses, small agricultural cooperatives, small businesses engaged in aquaculture, and most private, non-profit organizations of all sizes meet their ordinary and necessary financial obligations that cannot be met as a direct result of the disaster. These loans are intended to assist through the disaster recovery period.
- **Home Disaster Loans** – Loans to homeowners or renters to repair or replace disaster-damaged real estate and personal property, including automobiles.

#### **What are the Credit Requirements?**

- **Credit History** – Applicants must have a credit history acceptable to SBA.
- **Repayment** – Applicants must show the ability to repay all loans.

#### **What are the Interest Rates?**

By law, the interest rates depend on whether each applicant has Credit Available Elsewhere. An applicant does not have Credit Available Elsewhere when SBA determines the applicant does not have sufficient funds or other resources, or the ability to borrow from non-government sources, to provide for its own disaster recovery. An applicant, which SBA determines to have the ability to provide for his or her own recovery is deemed to have Credit Available Elsewhere. Interest rates are fixed for the term of the loan. The interest rates applicable for this disaster are:

Physical Damage Loan Types	No Credit Available Elsewhere	Credit Available Elsewhere
Home Loans	2.813%	5.625%
Business Loans	4.000%	8.000%
Non-Profit Organizations	3.250%	3.250%

Economic Injury Loan Types	No Credit Available Elsewhere	Credit Available Elsewhere
Businesses & Small Agricultural Cooperatives	4.000%	N/A
Non-Profit Organizations	3.250%	N/A

#### **What are Loan Terms?**

The law authorizes loan terms up to a maximum of 30 years. However, the law restricts businesses with credit available elsewhere to a maximum 7-year term. SBA sets the installment payment amount and corresponding maturity based upon each borrower's ability to repay. Borrowers may be required to provide collateral.

### **What are the Loan Amount Limits?**

- **Business Loans** – The law limits business loans to \$2,000,000 for the repair or replacement of real estate, inventories, machinery, equipment and all other physical losses. Subject to this maximum, loan amounts cannot exceed the verified uninsured disaster loss.
- **Economic Injury Disaster Loans (EIDL)** – The law limits EIDLs to \$2,000,000 for alleviating economic injury caused by the disaster. The actual amount of each loan is limited to the economic injury determined by SBA, less business interruption insurance and other recoveries up to the administrative lending limit. EIDL assistance is available only to entities and their owners who cannot provide for their own recovery from non-government sources, as determined by the U.S. Small Business Administration.
- **Business Loan Ceiling** – The \$2,000,000 statutory limit for business loans applies to the combination of physical, economic injury, mitigation and refinancing, and applies to all disaster loans to a business and its affiliates for each disaster. If a business is a major source of employment, SBA has the authority to waive the \$2,000,000 statutory limit.
- **Home Loans** – SBA regulations limit home loans to \$500,000 for the repair or replacement of real estate and \$100,000 to repair or replace personal property. Subject to these maximums, loan amounts cannot exceed the verified uninsured disaster loss.

### **What Restrictions are there on Loan Eligibility?**

- **Uninsured Losses** – Only uninsured or otherwise uncompensated disaster losses are eligible. Any insurance proceeds which are required to be applied against outstanding mortgages are not available to fund disaster repairs and do not reduce loan eligibility. However, any insurance proceeds voluntarily applied to any outstanding mortgages do reduce loan eligibility.
- **Ineligible Property** – Secondary homes, personal pleasure boats, airplanes, recreational vehicles and similar property are not eligible, unless used for business purposes. Property such as antiques and collections are eligible only to the extent of their functional value. Amounts for landscaping, swimming pools, etc., are limited.
- **Noncompliance** – Applicants who have not complied with the terms of previous SBA loans may not be eligible. This includes borrowers who did not maintain flood and/or hazard insurance on previous SBA loans.

**Note:** Loan applicants should check with agencies / organizations administering any grant or other assistance program under this declaration to determine how an approval of SBA disaster loan might affect their eligibility.

### **Is There Help with Funding Mitigation Improvements?**

If your loan application is approved, you may be eligible for additional funds to cover the cost of improvements that will protect your property against future damage. Examples of improvements include retaining walls, seawalls, sump pumps, etc. Mitigation loan money would be in addition to the amount of the approved loan but may not exceed 20 percent of total amount of physical damage to real property, including leasehold improvements, and personal property as verified by SBA to a maximum of \$500,000 for home loans. It is not necessary for the description of improvements and cost estimates to be submitted with the application. SBA approval of the mitigating measures will be required before any loan increase.

### **Is There Help Available for Refinancing?**

- SBA can refinance all or part of prior mortgages that are evidenced by a recorded lien, when the applicant (1) does not have credit available elsewhere, (2) has suffered substantial uncompensated disaster damage (40 percent or more of the value of the property or 50% or more of the value of the structure), and (3) intends to repair the damage.
- Businesses – Business owners may be eligible for the refinancing of existing mortgages or liens on real estate, machinery and equipment, up to the amount of the loan for the repair or replacement of real estate, machinery, and equipment.
- Homes – Homeowners may be eligible for the refinancing of existing liens or mortgages on homes, up to the amount of the loan for real estate repair or replacement.

### **What if I Decide to Relocate?**

You may use your SBA disaster loan to relocate. The amount of the relocation loan depends on whether you relocate voluntarily or involuntarily. If you are interested in relocation, an SBA representative can provide you with more details on your specific situation.

### **Are There Insurance Requirements for Loans?**

To protect each borrower and the Agency, SBA may require you to obtain and maintain appropriate insurance. By law, borrowers whose damaged or collateral property is located in a special flood hazard area must purchase and maintain flood insurance. SBA requires that flood insurance coverage be the lesser of 1) the total of the disaster loan, 2) the insurable value of the property, or 3) the maximum insurance available.

Applications for disaster loans may be submitted online using the MySBA Loan Portal at <https://lending.sba.gov> or other locally announced locations. Please contact the SBA's Customer Service Center by email at [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) or by phone at 1-800-659-2955 for further assistance. For people who are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

**North Carolina Department of Safety <https://www.ncdps.gov/our-organization/emergency-management/hurricane-helene>**

Information and resources for North Carolina residents and visitors who were impacted by Hurricane Helene

**Storm Support Numbers**

Call 911

For life-threatening emergencies only.

Call 211

1-888-892-1162

For shelters, food assistance, welfare checks and additional storm recovery help.

Disaster Distress Helpline

Call or text 1-800-985-5990

Crisis Cleanup

Call (844) 965-1386

This hotline will remain open through Friday, October 11, 2024.

**Shelters** (please note that shelter availability changes daily)

Alleghany County Rescue Squad  
61 Trojan Avenue, Sparta  
Pet Friendly: No

CLEVELAND COUNTY HEALTH DEPARTMENT  
200 S.POST RD, SHELBY  
Pet Friendly: No

Asheville Buncombe Technical Community  
College- Conference Center  
16 Fernihurst Drive, Fletcher  
Pet Friendly: Yes (On Property)

Haywood County Government Armory  
285 Armory Drive, Clyde  
Pet Friendly: Yes (On Property)

First Baptist Church Swannanoa  
503 Park Street, Swannanoa  
Pet Friendly: No

Athletics and Activity Center  
708 S. Grove Street, Hendersonville  
Pet Friendly: Yes (On Property)

WNC Ag Center  
1301 Fanning Bridge Road, Fletcher  
Pet Friendly: Yes (On Property)

Edneyville Elementary School  
2875 Pace Road , Hendersonville  
Pet Friendly: No

Oak Hill Methodist Church  
2239 NC 181, Morganton  
Pet Friendly: Yes (On Property)

Madison County Wellness Center  
5738 US 25-70 Hwy, Marshall  
Pet Friendly: Yes (County Animal Shelter -  
Madison County Animal Shelter)

West Caldwell High School  
300 West Caldwell Drive, Lenoir  
Pet Friendly: Yes (On Property)

Glenwood Baptist Church  
1550 Old US 221 South, Marion  
Pet Friendly: Yes (On Property)

YMCA  
348 Grace Corpening Drive, Marion  
Pet Friendly: Yes (On Property)

CHASE MIDDLE SCHOOL  
840 CHASE HIGH RD , FOREST CITY  
Pet Friendly: No

First Baptist Church  
126 W Tappan St, Spruce Pine  
Pet Friendly: No

RS CENTRAL HIGH SCHOOL  
641 US-221, RUTHERFORDTON  
Pet Friendly: No

Mitchell High School  
416 Ledger School Road, Bakersville  
Pet Friendly: No

Holmes Convocation  
111 Rivers St, Boone  
Pet Friendly: No

Polk County High School  
1681 NC 108 Highway East , Columbus  
Pet Friendly: Yes (On Property)

Wilkes County Agriculture Center  
416 Executive Drive, Wilkesboro  
Pet Friendly: No  
Blue Ridge Elementary School  
910 Cane River School Rd, Burnsville

### **Federal Trade Commission Website**

How to protect yourself from recovery scams.

<https://consumer.ftc.gov/consumer-alerts/2024/10/recovery-scams-will-follow-hurricane-helene-heres-how-spot-them>

Here are a few ways that scammers might try to take your money or personal information after Hurricane Helene.

Spot imposter scams. Scammers might pretend to be someone “official” like safety inspectors, or someone from government. But anyone asking you for your money or personal information right away is a scammer. Don’t give them money. Ask for identification and verify who you are dealing with.

Spot FEMA impersonators charging application fees. If someone asks you for money to help you qualify for FEMA funds, it’s a scam. That’s not how FEMA works. Instead, once you have service, download the FEMA Mobile App to get alerts and information.

Spot home improvement and debris removal scams. Unlicensed contractors and scammers may appear in recovery zones with promises of quick repairs or clean-up services. Walk away if they demand cash payments up front, or refuse to give you copies of their license, insurance, and a contract in writing.

### **TAX INFORMATION**

<https://www.irs.gov/newsroom/irs-announces-tax-relief-for-victims-of-hurricane-helene-in-north-carolina-various-deadlines-postponed-to-may-1-2025>

On October 3, 2024, the Internal Revenue Service announced tax relief for individuals and businesses in the entire state of North Carolina that were affected by Hurricane Helene that began on Sept. 25, 2024.

These taxpayers now have until May 1, 2025, to file various federal individual and business tax returns and make tax payments.

Following the disaster declaration issued by the Federal Emergency Management Agency (FEMA), individuals and households that reside or have a business in the entire state qualify for tax relief.

Affected taxpayers with returns and payments with due dates postponed until Feb. 3, 2025, due to Tropical Storm Debby in North Carolina (NC-2024-07) will also now have until May 1, 2025, to file and/or pay.

The declaration permits the IRS to postpone certain tax-filing and tax-payment deadlines for taxpayers who reside or have a business in the disaster area. For instance, certain deadlines falling on or after Sept. 25, 2024, and before May 1, 2025, are granted additional time to file through May 1, 2025. As a result, affected individuals and businesses will have until May 1, 2025, to file returns and pay any taxes that were originally due during this period.