

From the NC Department of Insurance  
Brian Hood  
Loss Control/Claims Coordinator  
Office # 919-647-0064  
Cell # 919-608-3610  
Email: [brian.hood@ncdoi.gov](mailto:brian.hood@ncdoi.gov)

As many in our state are devastated by the effects of Helene, we at the Office of the State Fire Marshal-Risk Management wanted to reach out to the schools to let you know our thoughts and prayers are with you during this trying time and to give some information that could help if you had any damage or arising claims.

If your property (buildings and/ or contents) has sustained damaged, please follow the procedures below:

1. Complete a property loss form (claim notice) and email it to our adjuster, Brian Hood (his contact information is located below). You may use one form with multiple asset listings where damage occurred.
2. Please do all that is possible to prevent further damage, and save invoices from in-house repair work, etc.
3. Contact one of the restoration contractors below to engage in a service contract. Please note that this is an emergency declaration, so the standard procurement procedures do not apply.

ServPro Global DST  
Todd Resnick  
(323) 896-8809  
[todd@servprowestcoastdrt.com](mailto:todd@servprowestcoastdrt.com)

Builder Services of North Carolina  
Joe Johnson  
(919) 939-7790  
[joe@builderservicesnc.com](mailto:joe@builderservicesnc.com)

NorthStar Services, LLC  
Andres Delacruz  
(510) 495-4263  
[adelacruz@northstar.com](mailto:adelacruz@northstar.com)

Spangler Restoration  
Tony Harris  
(704) 776-0049  
[tony.harris@callspangler.com](mailto:tony.harris@callspangler.com)

Belfor Restoration  
Pat Brown  
(919) 630-5276  
[patrick.brown@us.belfor.com](mailto:patrick.brown@us.belfor.com)

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4. Before signing the restoration company contract, please send Brian Hood a copy of the contract so we can quickly review it to assure that the daily, weekly, and monthly rate amounts are within industry standards.

Upon receipt of your property claim notice, an adjuster will contact you very soon to guide you through your clean up and restoration.

Brian Hood is our claims coordinator, and his contact numbers are below, and you can reach him by cell anytime.

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Please let us know how we can help and support you during this time.