



## Twitter Chat Itinerary

**When:** Tuesday, May 23<sup>rd</sup>, 2023, 1-2 pm CST

**Moderators:** National Insurance Crime Bureau (@insurancecrime) | Florida's Insurance Consumer Advocate (@YourFLVoice)

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| <p><b>5 minutes before</b></p> <p>We're getting ready for our #CFAW2023 twitter chat! Hurricane and storm season are upon us. We're here educate consumers on how to avoid #ContractorFraud after a storm. Use #CFAW2023</p> <p>Where disaster strikes, dishonest contractors will attempt to take advantage of victim's vulnerable situation. @insurancecrime and @YourFLVoice will show you how to avoid contractor scams — and get your home repaired right. #CFAW2023</p> <p><b>Start Chat:</b></p> <p>Welcome everyone! We're so excited to co-host this year's twitter chat on how to avoid #ContractorFraud after a storm with @YourFLVoice.</p> <p>In our chat today, we'll ask a question starting with Q1, Q2, etc. Please respond with A1, A2, etc. Invite others to join in — and share important action tips to defend yourself against #ContractorFraud! Remember to use #CFAW2023</p> | 1pm     |
| Q1: As natural disasters sweep the country; how can consumers be pro-active in avoiding contractor fraud scams before the storm hits? #CFAW2023  | 1:04 pm |
| Q2: If you're looking to hire a contractor to make repairs after a disaster, what are the first steps you should take? Can your insurer help? #CFAW2023  | 1:10 pm |
| Q3: Shady contractors often enter storm-damaged neighborhoods, looking for anxious homeowners to defraud. What are common warning signs a shady contractor is trying to take advantage of your vulnerable situation? #CFAW2023   | 1:16 pm |

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| Q4: If your property is storm or flood damaged, how many estimates should you get before deciding on a contractor? #CFAW2023   | 1:22 pm |
| Q5: How can you insure you are working with a licensed contractor instead of a storm chaser? #CFAW2023                         | 1:28 pm |
| Q6: Do federal agencies like FEMA endorse individual contractors? #CFAW2023  | 1:34 pm |
| Q7: When should you pay a contractor? Before or after the project is complete? What payment methods are safe to use? #CFAW2023 | 1:40 pm |
| Q8: What is an AOB? Does that mean consumers are protected? How do you avoid getting in a frivolous lawsuit? #CFAW2023         | 1:46 pm |
| Q9: Who is most vulnerable to becoming a victim of contractor fraud? #CFAW2023   | 1:50 pm |
| Q10: Final question! Where can consumers go for more information? #CFAW2023  | 1:56 pm |
| Thanks so much for joining our #CFAW2023 Twitter chat! Stay safe!  | 2:00 pm |