What to do if your Additional Living Expenses (ALE) Rental Assistance is running out

**Step 1: Ask your insurance for an ALE Extension**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have ALE coverage?</td>
<td>Check your policy to see if you have coverage and for how long (1-2 yrs).</td>
</tr>
<tr>
<td>Do you have a rebuilding contract in place?</td>
<td>Ask for a specific amount of time for ALE extension (e.g. May 2023)</td>
</tr>
<tr>
<td>Did your insurance delay any part of your rebuilding process?</td>
<td>Request the additional time as an extension of your ALE benefits.</td>
</tr>
<tr>
<td>Do you need help advocating with your insurance company?</td>
<td>Contact Division of Insurance (DOI) with questions or to file a complaint.*</td>
</tr>
</tbody>
</table>

Contact the Colorado Division of Insurance Consumer Services with questions about ALE, homeowners insurance or any type of insurance:
Call: 303-894-7490
Email: DORA_insurance@state.co.us
Website: doi.colorado.gov/for-consumers/
*While the DOI cannot require the insurance company to provide an extension, it can dig into the information to help determine if the company somehow delayed the process.


**Step 2: Did you register with FEMA for this disaster?**

<table>
<thead>
<tr>
<th>Response</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, and I have spent all ALE assistance through my insurance and need assistance.</td>
<td>Contact FEMA about potential rental assistance, even if you were previously denied.</td>
</tr>
<tr>
<td>Yes, but I have not exhausted ALE assistance yet.</td>
<td>You must exhaust ALE assistance before being eligible for potential FEMA assistance.</td>
</tr>
<tr>
<td>No.</td>
<td>The application window is closed. No new applications will be accepted.</td>
</tr>
</tbody>
</table>

For more information about FEMA Rental Assistance and/or Continued Temporary Housing Assistance contact:
FEMA Website: www.disasterassistance.gov - Click on "Check Status" to log into your account
FEMA phone: 1-800-621-3362 (1-800-462-7585 TTY), open every day from 9am-9pm MST
Recovery Navigators Assistance: 303-446-7782, NavigatingDisasterBOCO@Ilfsm.org, bouldercountynavigatingdisaster.gov/


**Step 3: Additional Possible Rental Assistance Resources**

Recovery Navigators
bouldercountynavigatingdisaster.gov/

For additional possible rental assistance resources:
303-446-7782
NavigatingDisasterBOCO@Ilfsm.org

**Step 4: HUD Certified Housing Counselors**

Boulder County Personal Finance Program
bouldercounty.gov/families/housing/personal-finance-coaching/

Provides housing counseling, no financial assistance:
720-564-2279
personalfinance@bouldercounty.org

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