



STATE OF FLORIDA DIVISION OF EMERGENCY MANAGEMENT



Ron DeSantis, Governor

Kevin Guthrie, Executive Director

Florida Division of Emergency Management
2489 Shumard Oak Blvd.
Tallahassee, FL 32399

January 15, 2026

Dear Elevate Florida Applicant,

Subject: Stay Informed – Recognize and Avoid Scams

Please be cautious of unexpected phone calls or visits from individuals claiming to represent Elevate Florida. Before any home inspection or construction work for Elevate Florida, you will be asked to complete and sign a Pre-Mitigation Agreement or a Homeowner Grant Agreement. To avoid potential scammers and fraudsters, keep the following points in mind:

- Do not sign any documents from DocuSign. All documents that need to be signed or filled out will come from noreply@elevatefl.org or support@elevatefl.org.
- Do not share your PIN with anyone.
- Your Case Manager will inform you of an inspection date and time in advance of any visit to your property.
- Be wary of unexpected phone calls or visits from individuals claiming to be from FDEM, state housing inspectors/contractors, or Elevate Florida representatives.
- Legitimate Elevate Florida inspectors/construction contractors will never ask for payment on-site.
- Legitimate Elevate Florida inspectors have your tracking number and will not ask you to provide it to them.
- Never provide your banking information to anyone claiming to be an Elevate Florida housing inspector. Inspectors are not authorized to collect personal financial information.
- Be wary of inspectors/construction contractors providing information regarding Elevate Florida on their websites. All information regarding the Elevate Florida Program should come from noreply@elevatefl.org, support@elevatefl.org, or your Case Manager.

What to Do If You Suspect a Scam

- If you would like to verify the legitimacy of a call or visit, contact our contact center at 877-353-8835 (877-ELEV8FL), Monday to Friday from 7 a.m. to 7 p.m. ET. We are happy to verify the caller or visitor.
- If you believe you are a victim of a scam, report it immediately to the local police or sheriff's department. Then, contact Florida's Office of the Attorney General at 866-966-7226 (866-9-NO-SCAM) or visit myfloridalegal.com to file a complaint.

As a reminder, Elevate Florida case managers may call you from an unknown or restricted number, but they will always reference your tracking number. Thank you for your attention to this important matter.

Sincerely,
The Elevate Florida Program