



**LOUISIANA  
DEPARTMENT OF  
INSURANCE**



# Guide to Additional Living Expenses & Business Interruption Coverage

## After a *MANDATORY EVACUATION*

### Additional Living Expenses

Some homeowners policies will pay for additional living expenses (ALE) when you must leave your home following a mandatory evacuation order related to a storm, industrial fire or other incident.

This coverage, also known as “loss of use” or “prohibited use,” is intended to cover certain expenses when you cannot access your property due to an evacuation order or physical barrier.

**The insurance company will not pay ALL of your living expenses.**

ALE payments are intended to help pay for expenses that are beyond your normal expenses when you can't live in your home. For example:

- ALE coverage will likely pay for hotel lodging, but it won't make your mortgage payment.
- ALE may also cover the cost of reasonable restaurant meals (if you're staying in a hotel room with no kitchen).
- ALE may also cover costs like laundry and transportation.

**Be sure to keep ALL receipts for any additional costs you have. Your insurance company will need these receipts to reimburse you.**



### ALE coverage is limited

If you have ALE coverage, it will likely have both a dollar and time limit, typically up to two weeks.

These limits are separate from any coverage you have to rebuild or repair your home and from coverage to replace your personal belongings.

**Ask your insurance company or agent first about what your policy covers and any timeframe or dollar limits that apply.**

*Disclaimer: This guide is intended to provide general information to aid in a conversation with a licensed insurer or professional insurance agent. Be sure to consult an insurer or professional licensed insurance agent to discuss your policy and the coverage it provides.*

## Business Interruption Coverage for a mandatory evacuation

Business interruption, also known as “loss of income,” insurance covers lost income when a business owner cannot gain access or is prevented from operating the business when physical damage occurs from a covered loss at a location no more than a mile from the covered property.

Civil authority coverage applies when a government order restricts access to a business. This coverage generally lasts no more than four weeks and requires physical damage to nearby property.

Overall, business interruption insurance helps businesses manage financial loss and maintain operations during unexpected closures.

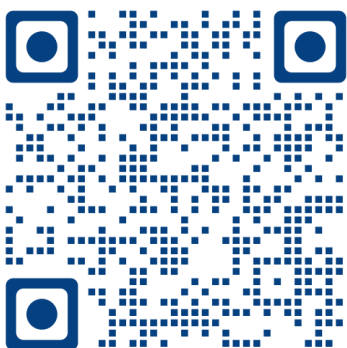
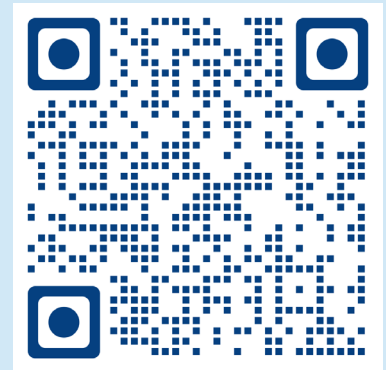
**Ask your insurance company or agent about what your policy covers and any limits that apply.**

### Contact the Office of Consumer Advocacy & Diversity

The Louisiana Department of Insurance’s Office of Consumer Advocacy & Diversity exists to educate and assist consumers with insurance questions and to ensure their rights are upheld according to the Policyholder Bill of Rights.

Scan the QR code at right to learn more. If you have questions about your insurance policy or need help understanding or navigating an issue with your insurance company, contact us:

**Phone:** 225-219-4775 • **Email:** [consumeradvocacy@ldi.la.gov](mailto:consumeradvocacy@ldi.la.gov)



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