



### **Important Hurricane Milton Relief and Assistance Information**

#### **Relief Resources:**

- **FEMA Assistance**  
Phone: 1-800-621-FEMA (1-800-621-3362)  
[Mobile App](#) for alerts and shelter information
- **Red Cross Open Shelters**  
Text “SHELTER” and your zip code to 43362 (4FEMA)  
Text “DRC” and your zip code to 43362 (4FEMA) for Disaster Recovery Centers
- **Florida Resources**  
[Florida Disaster Alerts](#)  
[Florida 211](#) (Dial 2-1-1 for shelter, clothing, food, or family resources, available 24/7)  
[Florida Power Outages](#), [Traffic Conditions](#), and [Salvation Army services](#)
- **Additional Resources:**
  - [SAMHSA](#) Disaster Distress Helpline: 800-985-5990 or Text “TalkWithUs” to 66746 for emotional support
  - [Contact Loved Ones](#)
  - [National Weather Service](#) (for up-to-date weather information)
  - [SBA Disaster Loan Assistance](#)

You can also reach out to Bill Briggs, Director of Safety & Security, at the corporate office in Fairfax at 703-849-9330 or [Bill.Briggs@GuestServices.com](mailto:Bill.Briggs@GuestServices.com).

#### **Employee Assistance Program (EAP) Resources:**

Guest Services' [Employee Assistance Program](#) (EAP) is also available as a resource through ACI Specialty Benefits, offering 24/7 access to EAP Benefits by phone, email, text, live chat, and online. You can call ACI at # 855-RSL-HELP (855-775-4357).

Here are instructions on how to access the EAP:

- Employee Landing Page: <http://rsli.acieap.com>
  - Click on “Select Portal & App” to select Member Portal & App in the top menu
  - Register to create a new account using your company code: **RSLI859**
  - After registering, you’ll want to create your individual profile. This will help customize your experience based on your family, education, health, wellness, legal, financial and everyday living needs.
- Phone: 855-RSL-HELP (855-775-4357)
- Text: 858-224-2094
- Email: [rsli@acieap.com](mailto:rsli@acieap.com)
- Disaster Preparedness and Crisis Resource Center: <https://rsli.acieap.com/crisis>

### **Financial Resources:**

If you are enrolled in a retirement savings program through Guest Services, there may also be 401k loan/withdrawal options for those who need financial assistance at this time.

Click the links below for more information on how to access your account through Principal

[Accessing Principal.com \(ENGLISH\)](#)

[Accessing Principal.com \(SPANISH\)](#)

### **How You Can Help:**

If you would like to help those impacted, donations can be made to the Red Cross’s hurricane relief efforts:

[Hurricane Relief Donations](#)