

# HOW DO I APPLY FOR DISASTER ASSISTANCE?



Apply at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov)



Call **1-800-621-FEMA (3362)**



Help is available in most languages



The TTY number is **1-800-462-7585**

## When you apply we will ask for the following information:

- The address of your damaged home or apartment
- Names of people living in your household
- A description of your disaster damages
- Insurance information
- Your Social Security Number
- A telephone number where we can reach you or leave a message
- An address where you can get mail
- If you want your disaster assistance funds sent directly to your bank, provide the FEMA agent:
  - **your bank account type**
  - **account number**
  - **routing number**

When you apply, you will be given a FEMA application number. Write down your application number and save it for future reference. You will need the application number whenever you contact FEMA.

Insurance is essential in any recovery process. If you've been affected by the disaster, make sure you call your insurance company and file a claim. Only damages that are not covered by insurance can qualify for FEMA disaster assistance. By law we can not duplicate benefits.

If you move after applying for assistance, be sure to let FEMA know your new address and telephone number(s). This will ensure that all disaster awards get to you without delay.

## **IMPORTANT:**

Disaster recovery assistance is available without regard to race, color, gender, religion, national origin, age, disability, English proficiency or economic status.



**As part of the U.S. Department of Homeland Security, the Federal Emergency Management Agency (FEMA) is the organization that acts as coordinator of disaster recovery efforts. FEMA partners with local, state and other federal agencies to help those who are affected by federally declared disasters and who qualify for temporary financial and/or direct assistance. FEMA's Individual & Households Program is one of many elements that may be available for recovery support.**



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# I NEED DISASTER ASSISTANCE. CAN FEMA HELP?



**“FEMA’s mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.”**

## What kind of disaster assistance can FEMA provide?

It depends on the type of your disaster damages.

If your home is damaged and you cannot live there safely, you may be eligible for temporary housing assistance.

If you’re a homeowner, you could also be eligible for money to help with the cost of repairing damages not covered by insurance.

Owners and renters could be eligible for money to help replace furniture, clothes or other damaged personal items.

If you have other serious disaster-related needs, you could be eligible for money to help with expenses such as medical, dental and transportation costs.

FEMA can also help you contact other disaster recovery agencies that may be able to help you on the road to recovery. For example, you may be able to qualify for a low interest disaster loan through the Small Business Administration (SBA). The SBA will require a separate loan application.

## What do I need to do?

If you have insurance, please call your insurance company before calling FEMA. Only damages that are NOT covered by insurance can qualify for FEMA disaster assistance. By law we can not duplicate benefits.

Apply for assistance with FEMA. Apply online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call 1-800-621-FEMA (3362) or TTY 1-800-462-7585 to apply by telephone.

## What happens after I apply?

We will mail you a copy of your application and a copy of Help After a Disaster: Applicant’s Guide to the Individuals and Households Program. After that, a FEMA inspector will contact you for an appointment to survey your damaged property if necessary.

## How can I check the status of my application?

Go to [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call the FEMA Helpline at 1-800-621-3362 or TTY 1-800-462-7585.

It’s important to remember that FEMA programs offer temporary assistance and are not designed to return individuals to pre-disaster status.



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# NEED INFORMATION ABOUT DISASTER ASSISTANCE? VISIT A RECOVERY CENTER

DATE:

TIME:

LOCATIONS:

## Should I go to a Disaster Recovery Center?

If you have questions that you'd like to ask in person, you can visit a Disaster Recovery Center (DRC).

## What can I do at a DRC?

- You can ask questions and get information from FEMA and other federal, state and volunteer agencies.
- You can check on the status of your FEMA application.

- You can talk with someone about a letter you received from FEMA.

To find the nearest DRC location, you can check online at <https://asd.fema.gov/inter/locator/drcLocator.jsp> or call the FEMA Helpline at 1-800-621-FEMA (3362), TTY 1-800-462-7585.

**IMPORTANT: No cash, checks or vouchers are distributed at the centers.**



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# IF I MOVE, HOW CAN I MAKE SURE I STILL RECEIVE ASSISTANCE?



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If you move after applying for assistance, be sure to let FEMA know your new address and telephone number(s). This will ensure that all disaster award decision letters get to you without delay (or as soon as possible).

## Updating your information is easy:

- Online

Go to [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) Go down to the Check your Application Status bar and click on on “Login”, then click on “Login Now”, here you will have a choice to login with your User ID and password or open an account.

- Phone

Call FEMA Helpline at 1-800-621-FEMA (3362) or TTY 1-800-462-7585. Give the agent your

FEMA application number. Tell them you have already applied and you want to UPDATE your address and/or phone number.

- Disaster Recovery Center (DRC) Visit a Disaster Recovery Center and a FEMA employee will help you. To find the nearest DRC location, you may check online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call the FEMA Helpline at 1-800-621-FEMA (3362), TTY 1-800-462-7585.

In addition to contacting FEMA, be sure to change your mailing address with the U.S. Postal Service every time you move, even if the move is temporary. To update your address with the U.S. Postal Service, go online to [www.usps.gov](http://www.usps.gov), or call 1-800-ASK-USPS, or pick up a change of address form at any post office.



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**[www.fema.gov/assistance](http://www.fema.gov/assistance)**  
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# PROTECT YOURSELF FROM DISASTER FRAUD

During the confusion and chaos following a disaster, people will sometimes take advantage of disaster victims. They may try to charge you for a service that is provided for free, obtain your personal information to access benefits or resources belonging to you, or use false identification to gain access to your home or property. Protect yourself from disaster fraud!

- Beware of phone calls from

people who say they want to “help” you with your application for a fee. FEMA services never cost money.

- If you’ve already applied with FEMA and you receive a call, ask the caller to verify your application number. If the person calling is a FEMA employee, he or she will be able to confirm your application number.

- Never give your social security number or bank account information to someone who calls or visits you. This information is only collected by FEMA when you register or contact FEMA directly.
- Make certain that any contractors doing work to repair your home or property are properly licensed or have proof of insurance.

If you believe you have witnessed possible disaster fraud or have been the victim of fraud yourself, call the Department of Homeland Security Office of Inspector General’s Hotline at 1-800-323-8603. You can also send an e-mail to [DHSOIGHOTLINE@dhs.gov](mailto:DHSOIGHOTLINE@dhs.gov).



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# FEMA APPLICATION DEADLINE EXTENDED



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The deadline for applying for disaster assistance from FEMA has been extended to:



If you haven't applied for assistance yet, do so as soon as possible.

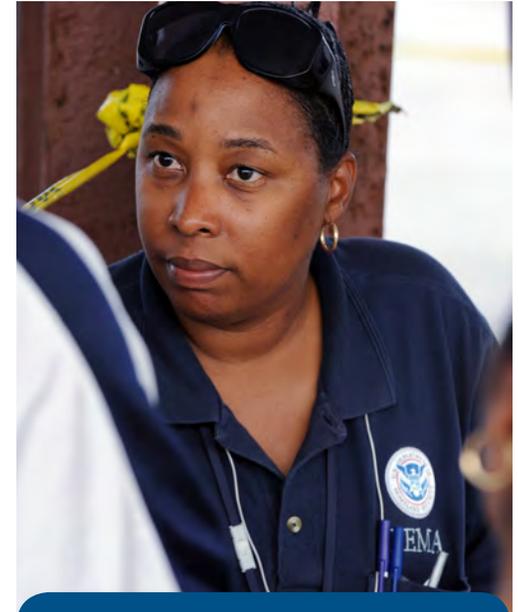
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If you move after applying for assistance, be sure to let FEMA know your new address and telephone number(s). This will ensure that all disaster awards and other important mail gets to you without delay.



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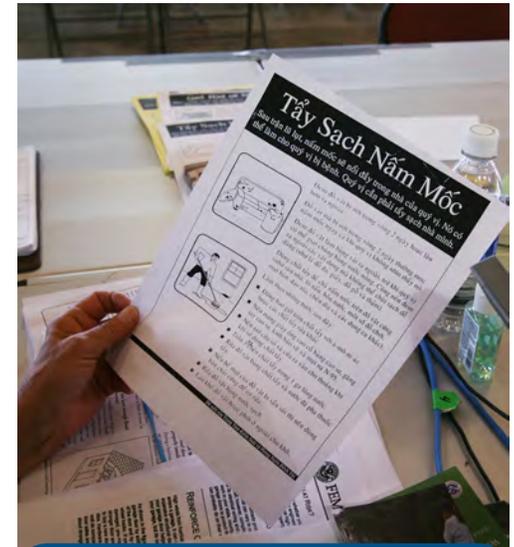
# FEMA CAN TAKE YOUR APPLICATION IN ALMOST ANY LANGUAGE

FEMA has operators available to take your application in almost any language. If you need information to apply for disaster assistance and you communicate best in a language other than English, you can call FEMA's toll-free number and talk with someone who speaks your language.

Since the inception of the FEMA language line, translators have handled FEMA registration calls in 176 languages.

FEMA cash assistance is available to eligible U.S. citizens who suffered disaster-related losses and certain categories of non-U.S. citizens living legally in the federally declared disaster areas. Those who are not eligible for monetary aid may still receive non-cash assistance; they will be referred to voluntary agencies.

Apply for assistance with FEMA, online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call 1-800-621-FEMA (3362) or TTY 1-800-462-7585 to apply by telephone.



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# DISASTER LEGAL SERVICES



**“FEMA’s mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.”**

Disaster legal services are available on a case by case basis to disaster applicants who are unable to afford basic legal services. These services may help you if you need:

- Legal advice on disaster-related problems.
- Advice about landlord-tenant problems or other housing problems.
- Help replacing legal papers destroyed in the disaster.
- Help with insurance claims for doctor bills or lost property.
- Assistance with home repair contracts.

These are typically the types of free disaster legal advice that may be available to qualified disaster applicants through an arrangement FEMA has with the Young Lawyers Division of the American Bar Association.

Cases that may require a fee are referred to private attorneys through existing referral services.

To find out if Disaster Legal Services are available call FEMA at 1-800-621-FEMA (3362) or TTY 1-800-462-7585.



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# HELPING CHILDREN COPE WITH DISASTER

A disaster or tragic event can leave children feeling frightened, sad, confused, and insecure whether they are exposed to the disaster directly, see it on television or hear others talking about it. Adults can help children cope with the anxiety that violence, death, and disasters can cause.

Children react to stress in numerous ways. Younger children may return to earlier behavior patterns, such as bed-wetting, sleep problems, and separation anxiety. Older children may show anger, aggression, or withdrawal. For most children, reactions to a disaster are brief and are normal reactions to abnormal events.

## Here are some suggestions for interacting with children:

- Encourage children to ask questions and listen to what they say
- Focus on the positive
- Find out what frightens them, what they think and how they feel
- Pay attention to their play and drawings
- Develop an emergency plan for the future, it can help you and the child feel safe

## A small number of children can be at risk for long-term psychological problems as a result of three major risk factors:

- Direct involvement in the disaster, such as being evacuated, injured or seeing someone else's death
- The serious injury or death of loved ones
- Ongoing stress from having to live elsewhere. Losing friends, losing possessions, unemployment in the family and financial loss and needs.

If the reactions to the disaster are lasting too long or getting worse instead of better, it may be appropriate to contact a pediatrician or a mental health professional. For information about counseling services available for people of all ages, in your area, call FEMA at 1-800-621-FEMA (3362), or TTY 1-800-462-7585.



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# FEMA INSPECTORS WILL VISIT TO SURVEY DISASTER DAMAGE



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## What happens after I apply with FEMA?

A FEMA inspector will call to make an appointment if your home was damaged. Inspectors will have FEMA identification. These inspections are always free.

## The inspector will:

- Review and record any disaster-related damage to your home, both inside and outside.
- Review and record any disaster-related damage to furniture, clothing, and appliances (stoves, refrigerators or washing machines).
- Review and record homeowner, renter, condo, co-operative, and/or vehicle insurance.
- Review and record disaster-related damage to your car and other disaster-related documents for medical, dental, and funeral expenses.
- Ask to see identification and papers proving you own and/or live at the property.

The amount of time spent viewing damages will vary. FEMA inspections are different from other home inspections. They may be very brief and are meant to only record your disaster damages. The inspector will ask you key questions during the inspection. FEMA understands the value of your time and doesn't want to take any longer than necessary.

The inspector will also ask you to sign a form authorizing FEMA to verify that the information you have given is correct. Inspectors report your disaster related damages but do not determine your eligibility. FEMA will notify you by mail to let you know if you are eligible for assistance. If you do not agree with FEMA's decision, you may appeal it with further details about your situation.



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### IMPORTANT:

1. Keep your appointment with the inspector; if you cannot, call the FEMA Helpline at 1-800-621-FEMA (3362), or TTY 1-800-462-7585 to reschedule as soon as possible
2. Make sure you show the inspector disaster-related damages that affect the safety of your home and property.
3. You or another adult member of the household must be present when the inspector looks at your property. You will need to show proof that the person applying for assistance owns the property and/or lived there full-time when the disaster occurred.

Any one of the following will be accepted as proof of ownership if it has the applicant’s name and the address of the damaged property on it:

- Deed of Property
- Tax payment receipts
- Mortgage payment book
- A copy of your insurance policy, with your name on it

To show that you lived in the home or apartment at the time of the disaster, you may submit one of the following (make sure the dates are pre-disaster dates):  
Driver’s license, with your name and address of the damaged property

- Official’s statement (such as Postmaster)
- Federal or State Tax returns
- Landlord’s statement
- Voter’s Registration Card
- Employer’s statement

If you have any questions about the inspector or the inspection, call the FEMA Helpline at 1-800-621-FEMA (3362), or TTY 1-800-462-7585



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# DO I NEED TO BE A U.S. CITIZEN TO GET HELP AFTER A DISASTER?

You do not have to be a U.S. citizen, non-citizen national or a qualified alien to get help with emergency life-saving and/or life-sustaining needs, such as (but not necessarily limited to) shelter, water, food, first aid, etc.

You do NOT have to be a U.S. citizen, non-citizen national or a qualified alien to get crisis counseling, disaster legal services or other short-term, non-cash emergency assistance.

You must be a U.S. citizen, non-citizen national, or a qualified alien to qualify for a cash award from FEMA's Individuals and Households Program.

You can apply on behalf of your minor child if he or she is a citizen and has a social security number. FEMA can provide information on how to obtain a social security number for a minor child. The minor child must have lived in your household at the time of the disaster.

Disaster assistance is also provided by voluntary agencies, churches and local governments. FEMA can put you in touch with these entities. Contact us at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call the FEMA Helpline at 1-800-621-3362 or TTY 1-800-462-7585. Call us at 1-800-621-FEMA.



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# FEMA APPLICATION DEADLINE NEARS



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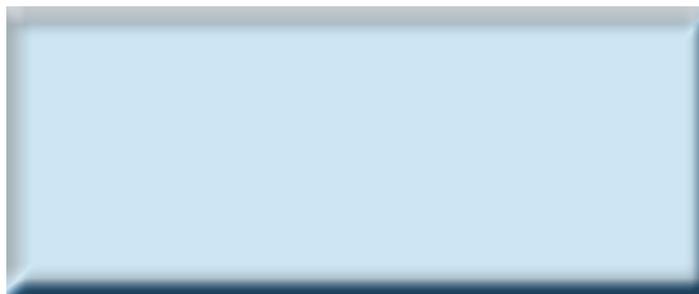
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Is the deadline for applying with FEMA for disaster assistance

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