

Read Your Determination Letter Carefully

Hurricane Zeta survivors who have registered with FEMA and applied for disaster assistance might have or will receive a letter explaining the current status of their application. The letter will be received by regular mail or by email based on the survivor's preference.

It is strongly encouraged that survivors read that letter very carefully. This letter explains your current status with FEMA including any FEMA grant awarded and/or additional information needed.

Sometimes people need further documentation to be submitted to FEMA for eligibility. For example:

Utility bills to prove the damaged property was the primary residence at the time of the disaster;

Insurance paperwork that is still pending, which will determine other programs the survivor will be eligible for with FEMA;

A pay stub or a government-issued picture ID that has the damaged property listed;

Proof of home ownership like copies of mortgage payments or a house deed to prove ownership;

A renter's lease to prove occupancy; or

The completed Small Business Administration Disaster Loan application.

If the survivor has complied with all of FEMA's requests and is still deemed ineligible but disagrees, an appeal process is available. Appeals may relate to eligibility, the amount or type of help provided, a late application, a request to return money, or continuing help. The appeal must be sent to FEMA and postmarked within 60 days of the date the decision letter is received.

To appeal, follow these steps:

Explain in writing why you think the decision about the amount or type of assistance is not correct.

Include your full name, date and place of birth, current address, and FEMA registration number.

- Be sure to date and sign the letter. Include your nine-digit FEMA registration number on each page.

Mail the letter to FEMA National Processing Service Center P. O. Box 10055 Hyattsville, MD 20782-7055, or

Fax the letter to 1-800-827-8112.

Appeal letters and supporting documentation also can be uploaded to your account on DisasterAssistance.gov.

For questions about the letter or the entire appeal process, applicants should call 800-621-3362 or TTY 800-462-7585. Operators are on duty seven days a week from 7 a.m. to 10 p.m.

For questions about eligibility letters, survivors can visit DisasterAssistance.gov or call the disaster assistance helpline at 800-621-3362 (TTY 800-462-7585). Multilingual operators are available.

It is recommended if you use a relay service, such as your videophone, InnoCaption or CapTel, you provide your specific number assigned to that service. It is important that FEMA can contact you, and you should know phone calls from FEMA may come from an unidentified number. For the latest information on Hurricane Zeta, visit fema.gov/disaster/4577. Or follow the FEMA Region 6 Twitter account at twitter.com/FEMARegion6.

Respectfully,

Laura Forbes
Government Affairs Specialist | ASL Interpreter Technical Specialist | Office of External Affairs
DR-4559/EM3547-LA
Mobile: (202) 705-9500
laura.forbes@fema.dhs.gov

Federal Emergency Management Agency
fema.gov



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