



FEMA

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FEMA-R5-Congressional@fema.dhs.gov

Congressional Advisory

Read Your FEMA Letter Carefully

If you applied for FEMA assistance you will receive a letter by mail or email. If the letter says you are “not approved” for assistance, it does **not** mean that you won’t receive assistance.

It is important to read the letter carefully because it will include the amount of money FEMA may provide and information on the appropriate use of that money. The letter will also explain your application status and advise what you need to do to appeal if you disagree with the decision.

Often, you only need to send additional information or supporting documentation for FEMA to continue reviewing your application for financial assistance. Examples of missing documentation may include:

- Proof of insurance coverage.
- Settlement of insurance claims or denial letter from insurance provider.
- Proof of identity.
- Proof of occupancy.
- Proof of ownership.
- Proof that the damaged property was your primary residence at the time of the disaster.

For more information on understanding your FEMA letter, please visit [FEMA.gov/letter](https://www.fema.gov/letter).

Appealing FEMA’s Decision

If you disagree with FEMA’s decision or the amount of money provided, you can submit an appeal letter and documents supporting your claim, such as a contractor’s estimate for home repairs. You have 60 days from the date of your letter to appeal.

At the end of your FEMA letter, look for an appeal form that can be used to send us additional information about your situation. This form can help make sure you have the information FEMA needs and gives you space to explain why you need help.

Appeals must be postmarked within 60 days of the date noted on your FEMA letter. Appeal letters and supporting documents may be uploaded to your personal FEMA online account. To set up an account, visit [DisasterAssistance.gov](https://www.disasterassistance.gov) and follow the directions.

Other ways to submit documents include:

- **In-person:** If you need assistance to upload documents, you can head to a Disaster Recovery Center near you. Use the FEMA Disaster Recovery Center locator at [FEMA.gov/drc](https://www.fema.gov/drc).
- **Mail:** FEMA National Processing Service Center, P.O. Box 10055, Hyattsville MD 20782-7055
- **Fax:** 800-827-8112 Attention: FEMA

All documents you send to FEMA as part of your appeal should include your:

- Full name
- Current phone number and address
- Disaster number and nine-digit FEMA application number written on all pages, and
- Address of the disaster-damaged home.

If you choose to have a third party submit an appeal on your behalf, include a statement signed by you, authorizing the third party to appeal a decision on your behalf, unless those documents are already on file.

For more information on your FEMA letter and how to appeal visit: [FEMA.gov/appeal](https://www.fema.gov/appeal).

If you have questions about your letter, call the **FEMA Helpline at 1-800-621-3362**. If you use a relay service such as Video Relay Service (VRS), captioned telephone service or others, provide FEMA your number for that service when you apply.

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FEMA's mission is helping people before, during and after disasters.