



FEMA

Backgrounder

December 27, 2007

DR-1734-WA BG-001

Joint Information Center Media Contact:

FEMA/State News Desk: 360-486-5745

SBA News Desk

916-764-9917

BACKGROUND ON FEMA APPEALS PROCESS

The Appeal Process

If, after reviewing the denial letter, the applicant still does not agree with the decision he/she should follow the following steps to appeal.

1. Call the FEMA Helpline 1-800-621-FEMA
2. Visit a Disaster Recovery Center
3. Explain in writing why the decision about the amount or type of assistance received is not correct. The appeal should include any supporting documentation or new information that supports the claim. Be sure to sign the letter.
4. Include the FEMA registration number and disaster number (shown at the top of your decision letter) in the letter of appeal.
5. Mail appeals to:

**FEMA – Individuals & Households Program
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-7055**

Or fax the appeal letter to:

(800) 827-8112

Attention: FEMA – Individuals & Households Program (IHP)

IMPORTANT: To be considered by IHP, the appeal letter must be postmarked within 60 days of the date on the decision letter. Remember to date the appeal letter.

A copy of the information in the applicant's file may be requested by the applicant or other authorized person by writing to:

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**FEMA – Records Management
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-7055**

INSURANCE

Insurance is the primary resource to help disaster victims rebuild their lives. But insurance may not cover all losses. Even if applicants think storm losses will be covered by insurance, they should still register with FEMA. An applicant's FEMA application for assistance may be pending an insurance settlement. A delay in response from FEMA does not mean assistance has been denied.

Even if insured, victims should still register with FEMA. Applicants may be eligible for assistance not covered by insurance policies.

UPDATE CONTACT INFORMATION

It is important for residents registered for disaster aid with FEMA to check their application status regularly and ensure their address and phone numbers remain current in the system.

If contact information is out-of-date, inspectors and other recovery officials may not be able to contact disaster victims.

Applicants should keep their contact information up to date.