

HURRICANE HARVEY

Fact Sheet

Questions about Your Determination Letter

- FEMA IHP applicants who have been found ineligible for assistance can have FEMA revisit their cases.
- Applicants must read their letters carefully. It should explain any problems that could be corrected. If a mistake has been made, they should let FEMA know right away by calling the FEMA Helpline at 800-621-3362 (TTY 800-462-7585) or visiting a Disaster Recovery Center.
- Everyone has the right to appeal. 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 and postmarked within 60 days after you receive the letter.
- Explain in writing why you think the decision about the amount or type of assistance is not correct.
- When submitting the letter, the applicant needs to include his or her full name, date and place of birth and current address.
- Sign the letter. It must be notarized and accompany a copy of a state-issued identification card. If you cannot do that, write: "I hereby declare under the penalty of perjury that the foregoing is true and correct."

Date the appeal letter and include the FEMA application number and the disaster number (DR-4332) and mail it to:

FEMA National Processing Service Center
P. O. Box 10055
Hyattsville, MD 20782-7055
FAX: 800-827-8112; Attention: FEMA

WHAT to DO if YOU DISAGREE with FEMA'S DECISION LETTER

1 Read the letter carefully to find out why the decision was made.

Do you need to provide additional information?

- Insurance determination letter.
- Proof of occupancy or ownership.
- Proof of ID.
- Applicant's signature.

Common reasons for the initial decision:

- The damage was to a secondary home or a rental property, not a primary residence.
- Someone else in the household applied and received assistance.
- Disaster-related losses could not be verified.
- Insurance covered all losses.

2 Contact FEMA for help with filing an appeal or any questions.

CALL
800-621-3362
(711 or Video Relay Service available)
800-462-7585 (TTY)

VISIT
A Disaster Recovery Center

3 File a written appeal.

Explain why you think the decision was not correct.

- Provide supporting information and documents.
- Include your FEMA registration number on all documents.
- Sign the letter.

Mail or fax your appeal within 60 days of the decision letter date, or drop it off at a Disaster Recovery Center.

FEMA