



Nov. 16, 2017
FEMA-4337-DR FS 025
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Fact Sheet

Successfully Moving Your Application Forward Using the FEMA Website, Helpline or Disaster Recovery Centers

Whether you are just getting started or need help making changes on your FEMA registration, there are three ways to get assistance: the DisasterAssistance.gov website, the FEMA Helpline, and Disaster Recovery Centers (DRCs). No matter which option you choose, each offers what you need to keep your application process moving forward.

Using DisasterAssistance.gov

The website has comprehensive answers to questions, provides ways for you to apply, update or make changes to your application, and offers links to resources that support your recovery. When using the DisasterAssistance.gov website you can:

- Find directions for creating an account or directions for making changes
www.DisasterAssistance.gov/CreateAccount
- Upload documents to support your application such as insurance information, household income and a description of your losses caused by the disaster
- Search for disaster assistance by category or federal agency:
 - On the Home Page, click the Get Assistance tab to see a list of help that may be available based on your answers
 - Under the Get Assistance tab, there is a list of categories that may be more specific to your needs such as housing, insurance, legal counsel, living assistance, Social Security, and disability assistance
 - Also under the Get Assistance tab, there is a list of additional federal agencies that offer disaster assistance like the U.S. Small Business Administration (SBA), USDA, HUD, the Social Security Administration, and the VA
- Check the status of your application and get updates by text or email
- Look up answers to Frequently Asked Questions (FAQs)
www.DisasterAssistance.gov/help/FAQs
- Search links to the U.S. Small Business Administration (SBA), the National Flood Insurance Program (NFIP), and other partners
- Locate resources and services in and around your community
www.DisasterAssistance.gov/get-assistance/other-recovery-help

Calling the FEMA Helpline

The Helpline is a good resource if you don't have access to a computer, tablet or smart phone or need some extra help. Tips before calling:

- To minimize wait times, call during the early morning or late evening hours
- If you have additional questions after registering, you will need to have your nine-digit registration ID number, and the four-digit disaster number, which are printed on any correspondence you received from FEMA. It may also be accessed on the website if you set up an account

When using the FEMA Helpline you can:

- Get help with applying for assistance whether you are an individual or small business owner
- Ask for a list of documents needed to move your application forward
- Receive information on your account status
- Get help with appeals or check on appeals decisions
- Receive information about housing programs and grants
- Find out if you're eligible for additional referrals
- Be referred to our federal partners:
 - The U.S. Small Business Administration (SBA) www.sba.gov/disaster
 - The National Flood Insurance Program (NFIP) www.FloodSmart.gov
 - U.S. Department of Agriculture (USDA) www.usda.gov/topics/disaster
 - Department of Housing and Urban Development (HUD) www.hud.gov/DisasterResources
 - U.S. Department of Veterans Affairs (VA) www.va.gov

FEMA Helpline: 800-621-3362 for voice, 711 and Video Relay Service (VRS). If you are deaf, hard of hearing, or have a speech disability and use a TTY, call 800-462-7585. Information on the registration process is available in ASL at: fema.gov/medialibrary/assets/videos/111546

Visiting a Disaster Recovery Center

If you need in-person support, DRCs are accessible meeting places set up throughout the State of Florida, offering help to individuals and small business owners. When visiting a DRC you can:

- Get in-person help with your application needs
- Check on the status of your application
- Ask questions about your case or seek guidance on other disaster related issues
- Find services offered by the U.S. Small Business Administration (SBA), the State of Florida and voluntary organizations. Services offered at DRCs may vary.
- To find a DRC near you, use the [DRC Locator](#) for addresses, hours of operation, services offered, and driving directions

If You Still Need to Register:

The easiest way to get started is to go to DisasterAssistance.gov where you can:

- Look up your address to find out if it's in a disaster area declared for Individual Assistance www.DisasterAssistance.gov/address-lookup
- Register online using a computer, tablet or smart phone

- Get an application check list with everything you need to include with your application, and access information for filling out your application successfully
www.DisasterAssistance.gov/application-checklist
- Set up an account and track your application progress
www.DisasterAssistance.gov/CreateAccount

If you choose to call the FEMA Helpline to get your application started, you'll need to provide a telephone number where you can be reached, your Social Security number, an address where you can receive mail, and your insurance information.

For more recovery information, visit www.FEMA.gov/IrmaFL, or follow us [@FEMARegion4](https://twitter.com/FEMARegion4) on [Twitter](#) and on [FEMA's Facebook page](#).

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