

October 26, 2017

Applicants May Appeal an Initial FEMA Determination Letter

AUSTIN, Texas – Hurricane Harvey survivors who registered with FEMA for disaster assistance have the right to appeal the agency's decision in the determination letter.

The initial FEMA determination letter is intended to explain which category of assistance was processed and the decision made, including amount. The letter will also explain what action can be taken if the amount is insufficient or the decision is ineligible, and if any additional information should be provided for the decision to be reconsidered. It is imperative that all applicants carefully read their determination letter. Should they have any questions, believe the decision was made in error, or wish to provide additional information, they may contact FEMA to file an appeal.

All appeals must be made in the form of a signed letter within 60 days of the date on the determination letter. In the appeal, applicants should clearly explain why they disagree with the decision. The appeal should include any requested information and supporting documentation. If the person writing the appeal letter is not the applicant or a member of the applicant's household, a statement must be included granting authorization to the writer to act on the applicant's behalf.

All appeals letters must include the following:

- Applicant's full name, date of birth and current address
- Applicant's signature and the date
- Applicant's registration number (on every page)
- FEMA disaster declaration number – DR-4332 (on every page)

Additionally, applicants must include a copy of a state-issued identification card with the letter. In the event that the applicant is unable to include proof of identification, the letter may be notarized or include the statement "I hereby declare under penalty of perjury that the foregoing is true and correct."

Letters and supporting documentation may be uploaded quickly to an applicant's account on DisasterAssistance.gov, faxed to 800-827-8112 with the cover sheet provided with the FEMA determination letter; or submitted at a Disaster Recovery Center where assistance is also available to assist applicants with ensuring all necessary documents are included. Letters may also be sent by mail to:

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

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain and improve our capability to prepare for, protect against, respond to, recover from and mitigate all hazards.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-3362 (voice, 711/VRS - Video Relay Service) (TTY: 800-462-7585). Multilingual operators are available (press 2 for Spanish).

The SBA is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's website at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call (800) 877-8339.