Understanding Your FEMA Eligibility Letter

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FRANKFORT, Ky. -- If you applied for FEMA assistance after the flooding in Eastern Kentucky you will receive an eligibility letter from FEMA in the mail or by email.

The letter will explain your application status and how to respond. It is important to read the letter carefully because it will include the amount of any assistance FEMA may provide and information on the appropriate use of disaster assistance funds.

You may need to submit additional information or supporting documentation for FEMA to continue to process an 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 the applicant's primary residence at the time of the disaster.

If you have questions about your letter, or disagree with the initial decision, visit a Disaster Recovery Center or call the disaster assistance helpline at 800-621-3362 to find out what information FEMA needs.

How to Appeal

The letter from FEMA will provide information on the types of documents or information that FEMA needs. It will also include an optional appeal form that you can use. Your appeal must be submitted within 60 days of the date of your decision letter.

FEMA

You can submit your appeal and supporting documentation:

- Online at DisasterAssistance.gov, where you can create an account and upload documents.
- In-person at a Disaster Recovery Center.
- By mail: FEMA National Processing Service Center, P.O. Box 10055, Hyattsville MD 20782-7055.
- By fax: 800-827-8112 Attention: FEMA.

For the latest information about Kentucky's recovery, visit fema.gov/disaster/4860. Follow FEMA on X at x.com/femaregion4 or on Facebook at facebook.com/fema.