

# Don't Agree with Disaster Assistance Determination Letter? FEMA May Take a Second Look

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**Harrisburg, PA** – Some who registered with the Federal Emergency Management Agency for disaster assistance may have received a determination letter they don't agree with.

**Often, determinations of ineligibility arise from a lack of sufficient documentation.**

An application might need an insurance settlement letter, proof of residence, proof of ownership of the damaged property or proof the damaged property was your primary residence at the time of the disaster.

- **Insurance:** If coverage is not enough to make essential home repairs, pay for a place to stay or replace personal items, FEMA may reconsider an application. But you must provide documents from your insurance company that detail any settlement. Remember: **FEMA cannot duplicate homeowner or renter insurance benefits.**
- **Homeowner or renter occupancy:** FEMA may reconsider someone for grants if documents are provided that prove the damaged structure was your primary residence. FEMA needs to see utility bills, driver's license or a copy of the lease or rental agreement. **There is no federal disaster assistance for secondary or vacation homes.**
- **Ownership:** Documents that prove ownership may include mortgage or insurance documents, tax receipts or a deed.



**FEMA**

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If you consider FEMA's decision of the amount or type of assistance is incorrect, an appeal letter and any documents needed to support the claim can be submitted.

## How to file an appeal

All appeals must be filed in writing. Explain why the decision may be incorrect. When submitting a letter, please include:

- Your full name
- Date and place of birth
- Address of the damaged dwelling
- FEMA disaster number
- Your FEMA registration number (on each page)
- All supporting documents

If someone other than the person who registered is writing the letter, there must be a signed statement affirming that person may act on your behalf. Keep a copy of the appeal for your records.

To file an appeal, letters and documentation must be postmarked or received by fax **within 60 days** of the date the FEMA determination letter was received.

### By mail:

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

### By fax:

800-827-8112  
Attention: FEMA – Individuals & Households Program

Questions? Call the FEMA Helpline at 800-621-3362. Help is available in most languages. TTY users may call 800-462-7585. FEMA's Helpline is available from 7 a.m. to 11 p.m.



Pennsylvania survivors with additional needs resulting from the impacts from Hurricane Ida should call **2-1-1** for referral to a community/volunteer organization for assistance.

