

# Keep in Touch with FEMA

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**Helena, Mont.** – Survivors who applied for assistance from FEMA need to stay in touch with the agency to update application details with any new information.

It is critical to keep FEMA advised. Missing or outdated material could delay FEMA's ability to render a decision. Information that needs to be updated may include:

- Your current housing situation, phone number or mailing address.
- Adding or removing the name of a person designated to speak for you.
- Adding or changing names of household members and number of people living in the home.
- Changes in your application for FEMA help.
- Correcting or verifying home and property damage.
- Updating your payment preference.

The easiest way to provide missing or new information is to create an account at [DisasterAssistance.gov](https://DisasterAssistance.gov). For help creating or accessing an account, call the Internet Help Desk, 24 hours a day, 7 days a week, at 800-745-0243.

When contacting FEMA, be sure to refer to the application number you were issued when you applied. This number is included in all correspondence you get from FEMA.

It is important to read and follow up with any communication from FEMA. You may have to log into your account on [DisasterAssistance.gov](https://DisasterAssistance.gov) or call the helpline at 800-621-3362 to keep the application process moving. You should also keep your contact information updated with a current address and phone number to ensure FEMA can reach you with new information or questions.

If you have not yet applied for FEMA help, please do so before **August 29, 2022** by visiting [DisasterAssistance.gov](https://DisasterAssistance.gov), by calling 800-621-3362, or by using the FEMA mobile app. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.



Operators are on duty seven days a week from 6 a.m. to 10 p.m. CST.

Applicants should mention any access or functional needs they may have when applying. FEMA can provide interpreters, real-time captioning, and information in alternate formats such as Braille, large-print, audio, and electronic versions. The agency also provides free services to help survivors communicate with its staff and understand FEMA programs, including:

- Information available in accessible electronic formats on FEMA’s website and social media.
- Qualified American Sign Language interpreters.
- Qualified multilingual interpreters.
- Information written in multiple languages.

If you have additional questions, contact the disaster assistance helpline at 800-621-3362 to speak with a representative or visit a disaster recovery center. To find a location near you, visit [FEMA.gov/DRC](https://www.fema.gov/DRC). FEMA assistance is always a phone call or click away.

Contact the FEMA Mitigation Helpline at 833-FEMA-4-US (833-336-2487) for information on resilient building practices. Mitigation specialists are available Monday through Friday from 8:00 a.m. to 4:30 p.m. MDT. You can also email the team at [FEMA-R8-Hmhelp@fema.dhs.gov](mailto:FEMA-R8-Hmhelp@fema.dhs.gov).

For more information about FEMA’s support to Montana’s flooding and severe storms recovery, visit [www.fema.gov/disaster/4655](https://www.fema.gov/disaster/4655). Follow the FEMA Region 8 Twitter account at <https://twitter.com/femaregion8>.

