

Stay In Touch With FEMA

Release Date: Nov 8, 2023

While FEMA's application deadline has passed, there is still help available for survivors of Vermont's July severe storms, flooding, landslides and mudslides. It's important to stay in touch with FEMA.

Survivors should do the following:

Stay in Touch with FEMA

If you registered for assistance, stay in touch with FEMA. The easiest way to check your status or provide additional information is to check your account on DisasterAssistance.gov; or, you may use the [FEMA app](#) for smartphones, or call FEMA's toll-free helpline at 800-621-3362. The helpline is available in most languages; if you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA your number for that service when you call.

Call FEMA's helpline to:

- Add or change household members
- Update contact preferences (mail, email, text, etc.)
- Update payment preference (electronic fund transfer/direct deposit, U.S. Treasury check)
- Notify FEMA of a change in your current address or post-disaster income
- Correct or verify home and property damage

Callers should refer to their nine-digit registration number, which can be found on all communications from FEMA.

Appeal FEMA's Determination Letter

If you are found to be ineligible for assistance, or feel the award amount is insufficient, you have the right to appeal. Carefully read your determination letter to understand why the decision was made and how you can receive the assistance you need. For help, contact the FEMA Helpline at 800-621-3362.



FEMA

Page 1 of 3

You can appeal each determination letter you receive. To have a successful appeal, you should provide new documentation that was not submitted previously; or, if something has changed that would alter your application, you should provide the updated information.

FEMA cannot duplicate assistance provided by another source, such as insurance. However, those who are underinsured may receive further assistance for unmet needs after insurance claims have been settled by submitting insurance settlement or denial documents to FEMA. FEMA cannot provide assistance for insurance deductibles.

How to Appeal

Every appeal must be in writing. In a signed and dated letter, explain the reason(s) for the appeal. Include:

- Applicant's full name
- Disaster number ("DR-4720" for Vermont)
- Address of your pre-disaster primary residence
- Applicant's current phone number and address
- FEMA application number on all documents

Letters must be postmarked within 60 days of the date of the determination letter; or, if beyond 60 days, should explain why there was a delay. Appeal letters and supporting documents may be submitted by mail, fax, or via a DisasterAssistance.gov account.

- By mail: FEMA National Processing Service Center, P.O. Box 10055, Hyattsville MD 20782-7055
- By fax: 800-827-8112 Attention: FEMA

For more information, visit [How to Appeal Your Determination Letter | FEMA.gov](https://www.fema.gov/how-to-appeal-your-determination-letter), [A 'No' Can Become a 'Yes' With a Successful FEMA Appeal | FEMA.gov](https://www.fema.gov/a-no-can-become-a-yes-with-a-successful-fema-appeal) and [Don't Wait. Submit Your Appeal Letter Now | FEMA.gov](https://www.fema.gov/dont-wait-submit-your-appeal-letter-now).

In-person Help is Available



For in-person help with any step of this process, visit the Barre Disaster Recovery Center, where specialists from FEMA and the U.S. Small Business Administration can answer questions, help you submit documents and guide you through the appeals process. The center is open 8 a.m. to 6 p.m. Monday through Friday, and will close permanently at 6 p.m. November 9. It is located at:

Alumni Hall Building, Third Floor
16 Auditorium Hill
Barre, VT 05641

