

Update Your Information with FEMA

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GUAYNABO, Puerto Rico – Survivors of Hurricanes Irma and María are encouraged to contact FEMA and update their information. This is crucial to keeping your application current and to help avoid complications.

Survivors who registered with FEMA and changed addresses, phone numbers or banking information should notify FEMA. It is also a good idea to verify that the data in your application is correct. Missing or outdated information such as phone numbers or addresses can result in delays receiving assistance. It could also mean that mail containing important information about your case is not delivered.

Please ensure the following remains current:

- current mailing address.
- primary or alternate phone number.
- payment preferences (check in the mail or direct deposit).
- preference on method of communication (paper mail or e-mail).
- language preferences.
- location of current residence.
- correct/verify home and property damage.
- add or change household members and number of occupants.
- add or remove name of person designated to speak for you.
- insurance information.

Survivors can also call FEMA to:

- check the status of your case or home inspection.
- learn how to appeal an eligibility determination.
- find out if FEMA needs more information about your application.

To review your application, check your status or provide missing information, create (or update) an account at DisasterAssistance.gov.



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Survivors can review their applications or update their FEMA accounts in any of the following ways:

- Visit a disaster recovery center. FEMA staff at the centers can answer questions about your application and correct or update information in your account. To find the nearest disaster recovery center, visit <https://fema.gov/DRC>.
- Call the FEMA Helpline at **800-621-3362 (FEMA)**. (Press **2** for Spanish). Persons who are deaf, hard of hearing or have a speech disability and use a **TTY** may call **800-462-7585**. Toll-free numbers are open daily from **7 a.m. to 11 p.m.** Please refer to the nine-digit number issued when you registered with FEMA. This number is on all FEMA correspondence and is a key identifier in tracking assistance requests.
- Online at DisasterAssistance.gov (also in Spanish)
- Fax any documentation to 1-800-827-8112.

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*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-FEMA (3362)** (voice, **711/VRS** - Video Relay Service.) Multilingual operators are available. (Press **2** for Spanish). TTY call **800-462-7585**.*

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