

Jefferson and Shelby County Disaster Survivors: Be Alert to Fraud & Scams

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CLANTON, Ala. – Disaster survivors should be aware that con artists and criminals may try to obtain money or steal personal information through fraud or identity theft. In some cases, thieves try to apply for FEMA assistance using names, addresses and Social Security numbers they have stolen from survivors.

If a FEMA Inspector comes to your home and you did not submit a FEMA application, your information may have been used without your knowledge to create a FEMA application. If so, please inform the inspector that you did not apply for FEMA assistance so they can submit a request to stop further processing of the application.

If you did not apply for assistance, but receive a letter from FEMA, please call the FEMA Helpline at 800-621-3362 from 6 a.m. until midnight Central Time and multilingual staff are available. The helpline will submit a request to stop any further processing of that application.

If you do wish to apply for FEMA assistance after stopping an application made in your name without your knowledge, the Helpline will assist you in creating a new application.

Scams

FEMA housing inspectors carry visible official identification badges with photo IDs. FEMA representatives never charge applicants for disaster assistance, inspections or help in filling out applications.

Don't believe anyone who promises a disaster grant in return for payment.

Be wary of unexpected phone calls or visits to your home from people claiming to be FEMA housing inspectors or people claiming they work for FEMA. FEMA



representatives will have a photo-ID badge and your FEMA application number.

Don't give your banking information to a person claiming to be a FEMA housing inspector. FEMA inspectors are never authorized to collect your personal financial information.

If you believe you are the victim of a scam report it immediately to your local police or sheriff's department, or contact the Office of the Attorney General:

If you believe you or a loved one has become a victim of a scam or identity theft, report it immediately to your local police or sheriff's department, or contact the office of the **Alabama Attorney General**:

- Office Main Number: 334-242-7300
- Consumer Protection Hotline: 800-392-5658
- Office of Victim Assistance: 800-626-7676
- www.ago.state.al.us/Page-Consumer-Protection

If you suspect fraudulent activity involving FEMA, you can report it to the FEMA Fraud Branch at: StopFEMAFraud@fema.dhs.gov, fax: (202) 212-4926 or write to: FEMA Fraud and Internal Investigation Division, 400 C Street SW Mail Stop 3005, Washington, DC 20472-3005.

If you suspect identity theft, please visit [Identity Theft | FTC Consumer Information](#) or IdentityTheft.gov.

For more information about Alabama disaster recovery, visit www.fema.gov/disaster/4632. Follow the FEMA Region 4 Twitter account at twitter.com/femaregion4.



FEMA