

Letters or Status Updates From FEMA

Release Date: 5? 19, 2022

All New Mexico residents affected by the ongoing wildfires who apply for FEMA assistance will receive a letter from FEMA stating an eligibility decision and the reason for it. Residents can also check the status of their applications online at disasterassistance.gov, which is the fastest way to get information to and from FEMA.

Each application is processed and evaluated on a case-by-case basis, so be sure to read your letter very carefully and respond if necessary. If you do not agree with the decision in the determination letter, you may appeal.

Remember, a no-decision letter does NOT mean you have been denied. Read your determination letter carefully. You could be missing documents or FEMA may need more information.

Additional Documentation That May be Needed

- Utility bills, to prove the damaged property was the primary residence at the time of the disaster
- Insurance paperwork that is still pending, which will determine other programs the applicant will be eligible for with FEMA
- A pay stub or a government-issued picture ID that has the damaged property listed
- Proof of home ownership, like copies of mortgage payments or a house deed
- A renter's lease to prove occupancy
- The completed Small Business Administration Disaster Loan application

Factors That May Affect Eligibility

- **Home is Safe to Occupy:** Sometimes residents do not have damage to their home that makes their home unsafe to occupy and/or have minimal or no personal property needs and do not qualify for assistance. FEMA reviews each resident's situation on a case-by-case basis to cover basic recovery needs.



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- **Multiple registrations using your address.** Generally, only one application will be accepted per address. In some cases, due to household composition, multiple applicants such as roommates may apply. If you live in an apartment or condo, include the unit information in your application.
- **Damage occurred to secondary residence.** If the damage occurred to a secondary residence where you live less than six months out of the year, you may be ineligible for FEMA assistance.

If you have complied with all of FEMA's requests and are still deemed ineligible but you disagree, an appeal process is available. Appeals may relate to eligibility, the amount or type of help provided, a late application, a request to return money, or continuing help. The appeal must be sent to FEMA and postmarked **within 60 days of the date of the decision letter.**

For questions about eligibility letters, visit DisasterAssistance.gov or call the disaster assistance helpline at 800-621-3362. Multilingual operators are available (press 2 for Spanish).

It is recommended if you use a relay service, such as a videophone you should provide your specific number assigned to that service. It is important that FEMA can contact you, and you should know phone calls from FEMA may come from an unidentified number.

How to Contact FEMA

- Online at DisasterAssistance.gov
- Call the Helpline at 800-621-3362
- Download the FEMA mobile app

