

Hurricane Maria Survivors in St. John and St. Thomas May Apply for FEMA Disaster Assistance

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ST. CROIX, Virgin Islands – Hurricane Maria survivors in St. John and St. Thomas (including Water Island) may now register for disaster assistance with FEMA. Today’s amendment to the major disaster declaration for the U.S. Virgin Islands for Hurricane Maria makes FEMA Individual Assistance available to eligible individuals and families on those two islands.

As a result of today’s amendment, survivors on all U.S. Virgin Islands may now apply for FEMA assistance if they sustained uninsured or underinsured property damage because of Hurricane Maria.

Virgin Islanders in St. John and St. Thomas were already eligible to apply for assistance as a result of the September 7 disaster declaration for Hurricane Irma.

“We know many individuals and families in the Virgin Islands are struggling as a result of these powerful hurricanes and we want you to know that help is available,” said Federal Coordinating Officer William Vogel. “Registering is the first step to help get you on the path to a variety of recovery programs.”

Registration can be done online at www.DisasterAssistance.gov, in Spanish at www.DisasterAssistance.gov/es, or by phone at 800-621-3362 or (TTY) 800-462-7585. Those who use 711-Relay or Video Relay Services may call 800-621-3362.

The toll-free telephone numbers operate from 7 a.m. to 11 p.m. (local time) seven days a week until further notice. Operators are standing by to assist survivors in English, Spanish and many other languages.

Due to power outages, FEMA will also be working with the territory to make options available for disaster survivors to register in person. More information will be forthcoming on that effort.



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Federal disaster assistance helps eligible applicants with home repairs, uninsured personal property losses and medical, dental and funeral expenses caused by the disaster. It also helps cover other disaster-related expenses and other needs.

Survivors should contact their insurance company to file an insurance claim. FEMA is unable to duplicate insurance payments. However, those without insurance or who may be underinsured may still receive help after their insurance claims have been settled.

Survivors will be asked to provide:

- Social Security number
- Address of the damaged home or apartment
- Description of the damage
- Information about insurance coverage
- A current contact telephone number
- An address where they can get mail
- Bank account and routing numbers if they want direct deposit of any financial assistance

Survivors who have already registered with FEMA and have questions or concerns may call the FEMA helpline at 800-621-3362.

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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 800-621-3362 (voice, 711/VRS - Video Relay Service) (TTY: 800-462-7585). Multilingual operators are available (press 2 for Spanish).

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

For official information on the recovery effort following Hurricane Irma please visit www.fema.gov/hurricane-irma, www.informusvi.com or www.usviupdate.com.



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To donate or volunteer, contact the voluntary or charitable organization of your choice through the National Voluntary Agencies Active in Disasters (NVOAD) at www.nvoad.org. For those who wish to help, cash donations offer voluntary agencies the most flexibility in obtaining the most-needed resources and pumps money into the local economy to help businesses recover. The Community Foundation of the Virgin Islands also has the “Fund for the Virgin Islands” at www.USVIrecovery.org.



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