

FEMA Calling – When FEMA Can’t Reach You

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Stay in Touch. It’s up to You

FEMA often needs to contact an applicant to complete an application or make an appointment for a virtual inspection. A phone call is made to the number you gave when you filled out your application.

But if that number is wrong or you didn’t answer, the application cannot be completed. This is an especially difficult problem when the person FEMA is calling is deaf, hard of hearing, or has a hearing loss that requires adaptive technology to complete the call.

If you think you should have heard from FEMA, have additional information to add to your file, or just want to see how your application is progressing, it would be good for you contact FEMA to be sure.

FEMA Helpline: Disaster survivors may call FEMA at 800-621-3362 to register for assistance or check their application status. Disaster survivors who are deaf, have a hearing loss, or have a speech disability and use a Text Telephone (TTY) may call 800-462-7585. Disaster survivors who use 711 or VRS (Video Relay Service), may call 800- 621-3362. Those who use a relay service such as a videophone, InnoCaption or CapTel should update FEMA with their specific number assigned to that service. The toll-free telephone lines operate from 7 a.m. to 10 p.m. seven days a week.

You can also visit [DisasterAssistance.gov](https://www.fema.gov/disaster-assistance) to update your online account if you created one.

Before the next storm, the deaf community is encouraged to review “Preparing Makes Sense for People with Disabilities and Other Access and Functional Needs,” a FEMA video presented in English and ASL. Visit <https://www.youtube.com/watch?v=ZLLMDOScE4g>.



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