

What to Bring to an Appeals Center

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After a survivor has registered with FEMA for disaster assistance, they will receive a determination letter explaining the eligibility decision. For those who are ineligible or are dissatisfied with their eligibility, the letter explains the process for appealing that decision. Appeals Centers are co-located at drive-thru Disaster Recovery Centers to help survivors affected by Hurricanes Laura and Delta.

It's important to carefully read the determination letter to identify the reason for the decision. Some common reasons include:

- Your application is incomplete.
- Supporting documents are missing.
- FEMA has tried to contact you and can't find you.

These Appeals Centers feature an outdoor office where socially distanced conversations about the appeals process can take place.

Appealing FEMA Decision

If you feel the amount or type of assistance is incorrect, you may visit any Appeals Center and FEMA staff will help you submit a signed letter outlining why you believe FEMA's decision is incorrect. There are copies of documents supporting your appeal you must include with your letter, including proof of your disaster losses.

In addition to the documents noted above, you may need to bring the following:

- Proof of your full name, date of birth and current address (a current driver's license or utility bill will also work).
- Your nine-digit FEMA registration number.



- The FEMA declaration number for this disaster (DR-4559- Laura or DR-4570-Delta).
- Insurance documents. Provide documents from your homeowners' insurance company showing that your coverage or settlement is insufficient to make essential home repairs, provide a place to stay, or replace certain contents. FEMA cannot duplicate homeowner or renter insurance benefits but may approve assistance if your property is uninsured or under-insured.
- Provide documents proving the damaged home or rental was your primary residence, such as utility bills, driver's license or lease.
- Provide documents such as mortgage, tax receipts or a deed. If you do not have a deed, you may obtain a copy at the county offices in which your property is located.

To further support your appeal, your documentation might include:

- Your contractor's estimate for hurricane-related home repairs.
- Receipts for repairs, replacements and cleanup.
- Other proof of your disaster losses, such as photographs of the damage to your home and appraisals and photographs of furniture and other personal property.

Where are the DRCs/Appeals Centers?

Lake Charles Civic Center

900 Lake Shore Dr.

Lake Charles, LA 70601

Brown Memorial Park

1212 E Pont Des Mouton Rd

Lafayette, LA 70507



FEMA

No appointments are necessary. Centers are open Monday through Friday, 8 a.m. to 5 p.m., Saturdays 10 a.m. to 3 p.m., closed Sundays.

If you are unable to visit a DRC/Appeals Center, you can send the needed documents directly by fax or mail to:

FEMA National Processing Service Center

P. O. Box 10055 Hyattsville, MD 20782-7055

Fax: 800-827-8112; Attention: FEMA

Be sure to include the cover letter you received from FEMA when you submit these documents.

The FEMA Helpline may be reached at 800-621-3362. If you use TTY, you may call 800-462-7585; 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.

For the latest information on Hurricane Laura, visit [fema.gov/disaster/4559](https://www.fema.gov/disaster/4559). For the latest information on Hurricane Delta, visit [fema.gov/disaster/4570](https://www.fema.gov/disaster/4570). Follow the FEMA Region 6 Twitter account at twitter.com/FEMARegion6.

