

What to Expect After Registering with FEMA

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CHICAGO - Washtenaw & Wayne County residents affected by the severe storms and flooding of June 25 - 26, 2021, may now call or go online to register for disaster assistance from the Federal Emergency Management Agency (FEMA).

If you have insurance coverage, first file a claim. If you have uninsured or underinsured losses, contact FEMA by either going online to disasterassistance.gov, downloading the [FEMA app](#) or by calling the FEMA Helpline at 800-621-3362 (TTY 800-462-7585).

If you report your home is not livable, sanitary and safe when you register, it may be necessary for FEMA to perform an inspection of the damaged property. FEMA inspectors will contact you to meet at the address where the damage was reported. The inspector's phone number may be from out of state, or show up on your caller ID as unavailable, so be sure to answer the phone. If the call goes to voicemail, the inspector will leave a call-back number, or you may receive a text message if no other contact is able to be made.

Due to COVID-19, inspections are being conducted from outside of your home, with the inspector following current CDC guidance. **The inspector will not enter the home** and will validate what happened by questioning you about the damage. Inspectors will also ask to do a video verification of disaster-caused damage by using a mobile device to walk through and view the home, when possible.

You will need to show the inspector your photo ID. You will *not* be asked to provide your social security number or bank account information. **There is no cost for a FEMA inspection.**

After your home inspection has taken place, a record of the disaster-caused damage is given to FEMA. From that record your eligibility for disaster assistance will be determined. If you qualify for a grant, the funds will be issued 7 to 10 days after your application. A letter will also be sent explaining the assistance you



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qualified for.

Reasonable accommodations, including translation and ASL interpreters will be available to ensure effective communication with applicants with limited English proficiency, applicants with disabilities, and other individuals with access and functional needs.

If you use a videophone, Innocaption or CapTel, make sure the specific number assigned to that service is listed as your contact number in your application. If you are communicating through Zoom or FaceTime, you can request an interpreter through Facetime or an interpreter and captioning through Zoom.

You may invite a designated party, such as a household member, relative or friend, to assist in communicating with the inspector.

All FEMA inspectors can be identified by their official federal photo ID badge. If you are in any doubt when receiving a call or an inspection visit from someone stating they are FEMA personnel, do not give out any information, but call 800-621-3362 (TTY: 800-462-7585) between 7 a.m. and 11 p.m. ET to verify the call or visit is legitimate.

If you suspect someone is committing fraud, call the FEMA Disaster Fraud Hotline at 866-720-5721 or your local police department.

For more information about Michigan's recovery, visit www.fema.gov/disaster/4607.

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Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. Reasonable accommodations, including translation and American Sign Language interpreters via Video Relay Service will be available to ensure effective communication with applicants with limited English proficiency, disabilities, and access and functional needs. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-3362 (including 711 or Video Relay). If you are deaf, hard of hearing or have a speech disability and use a TTY, call 800-462-7585.



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FEMA's mission is helping people before, during, and after disasters.

www.fema.gov/disaster/4607

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