

Has Your Info Changed Since Applying for Ida Aid? Let FEMA Know

Release Date: Sep 17, 2021

Disasters disrupt lives and some families may move from their damaged homes into rental properties or hotels. When phone numbers or mailing addresses change, FEMA can't reach you. So, after you apply for disaster assistance, you need to let FEMA know each time your information changes.

If you have not heard from FEMA regarding your application, you can call the FEMA Helpline at 800-621-3362 any time or visit [DisasterAssistance.gov](https://www.disasterassistance.gov) for a status update.

Important: Update your contact and personal information

Make sure FEMA knows how to contact you and share other information that may affect your application. For example:

- Has your phone number changed, or did you leave your home? Inaccurate phone numbers and addresses may lead to missed calls and correspondence.
- Have you changed your bank or account number? That could delay a direct deposit from FEMA.
- Do you have additional damage to your home? Document the damage and notify FEMA. You may be eligible for more assistance.
- Have you received a settlement or letter of denial from your insurance? Notify FEMA immediately, as these events could change your eligibility.

What if I haven't returned home?

If you relocated or were evacuated before Hurricane Ida and don't know if your home was damaged, tell FEMA your current situation and the best ways to contact you.

What if I returned home to find damage I did not know about previously?



- If you returned home and discovered property damage, update your damage report with FEMA.
- Property damage will be evaluated by a FEMA inspector.
- If you cannot be present at your home during an inspection, you can authorize someone else to meet the inspector on your behalf through a third-party written consent form.

Where do I update my information and check on the status of my application?

- You can apply or update your information online at DisasterAssistance.gov, by calling 800-621-3362 (TTY: 800-462-7585) or through the FEMA mobile app.
- If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.

For the latest information on Hurricane Ida visit fema.gov/disaster/4611. Follow us on Twitter at twitter.com/FEMARegion6 and like us on Facebook at facebook.com/FEMARegion6/.

