

# Stay in Touch With FEMA to Help Speed Your Recovery

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**Release Date:** January 13, 2023

**COLUMBIA, S.C.** – Homeowners and renters are encouraged to stay in contact with FEMA after applying for assistance following Hurricane Ian.

Survivors of the September storm can contact FEMA to update contact information, including any address changes. FEMA may need to contact you, but missing or wrong information could delay the delivery of your assistance. You will need to notify FEMA when your insurance claim is settled.

FEMA's Individual Assistance program may cover damage that your insurance does not. FEMA also can refer you to available services like disaster legal assistance or non-profit programs that offer additional resources for your remaining needs.

## How You Can Keep in Touch with FEMA

- Create an account at [DisasterAssistance.gov](https://DisasterAssistance.gov). If you already have one, log in and update your status or upload your documents.
- Call the **FEMA Helpline at 800-621-3362**. If you use video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Helpline operators speak many languages and lines are open from **7 a.m. to 11 p.m. daily**. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.
- **Fax FEMA at 800-827-8112** and provide a copy of your insurance settlement and your appeal letter. You may also submit documents to this address:  
**FEMA National Processing Service Center**  
**P.O. Box 10055**  
**Hyattsville, MD 20782-8055**
- When contacting FEMA, provide the nine-digit number assigned to you when you applied.

The deadline to apply for FEMA disaster assistance is **Monday, Jan. 23, 2023**.



**FEMA**

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