

Read Your FEMA Eligibility Letter Carefully

Release Date: July 8, 2024

Residents of Lincoln and Otero counties and the Mescalero Apache Reservation who applied for federal disaster assistance from FEMA following the South Fork and Salt Fires and flooding will receive a determination letter from FEMA by mail or email.

The letter will explain your application status and how to respond. It is important to read the letter carefully because it will include the amount of any assistance FEMA may provide and information on the appropriate use of disaster assistance funds.

If you disagree with the initial decision or the amount of assistance approved, you can appeal FEMA's decision. You may only need to submit additional information or supporting documentation for FEMA to continue processing the application. Examples of missing documentation may include:

Proof of insurance coverage

- Settlement of insurance claims or denial letter from insurance provider
- Proof of identity
- Proof of occupancy
- Proof of ownership
- Proof that the damaged property was your primary residence at the time of the disaster

If you have questions about the letter, call the FEMA Helpline at **800-621-3362** to find out what information FEMA needs.

FEMA assistance is not the same as insurance. FEMA assistance only provides funds for temporary lodging, basic home repairs or other disaster-related expenses.



Appealing FEMA's Decision

The letter from FEMA will provide information on the types of documents or information that FEMA needs. It will also include an optional appeal form that you can use. Your appeal must be submitted within **60 days** of the date of your decision letter.

You can submit your appeal and supporting documentation:

- Online at DisasterAssistance.gov, where you can create an account and upload documents.
- In-person at a [Disaster Recovery Center](#). Search by state and select New Mexico.
- By mail:
FEMA Individuals & Households Program
National Processing Service Center
P.O. Box 10055, Hyattsville, MD 20782-8055
- By fax:
(800) 827-8112
Attention: FEMA - Individuals & Households Program

For an accessible video on the FEMA eligibility letter go to, [FEMA Accessible: Understanding Your Letter - YouTube](#).



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