

# FEMA May Be Trying to Reach You

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**MADISON, Miss.** — FEMA is providing enhanced customer service in Mississippi to help all survivors of the April 8-11, 2024, severe storms, straight-line winds, tornadoes, landslides and mudslides receive much-needed assistance.

If you have applied for FEMA assistance, you may receive a call, text or email from the Enhanced Applicant Services (EAS) team. These calls may come from unfamiliar area codes and phone numbers or show no caller ID. You should take the opportunity to let FEMA know about your current needs and how FEMA can better serve you. It is important to answer phone calls from FEMA, even if the caller ID is unknown. When taking calls about your FEMA application, keep in mind that only FEMA knows your nine-digit application number.

FEMA ensures that all survivors, particularly those with additional needs, receive the assistance for which they are eligible to rebuild and recover. As of September 3, the EAS team has already contacted 7,627 applicants to assist with completing applications. These outreach efforts contributed significantly to the more than \$29 million approved for survivors of the April 8-11 disaster.

Homeowners and renters in Hancock, Hinds, Humphreys, Madison, Neshoba and Scott counties who have questions about their FEMA application should log on to [DisasterAssistance.gov](https://DisasterAssistance.gov), by calling 800-621-3362 6 a.m. – 10 p.m. Central Time daily in most languages, or by using the [FEMA mobile app](#). If you use a video relay service, captioned telephone service or others, give FEMA your number for that service.

For the latest information on recovery from the April tornadoes, visit [msema.org](https://msema.org) and [www.fema.gov/disaster/4790](https://www.fema.gov/disaster/4790). On X/Twitter follow MEMA [@MSEMA](#) and FEMA Region 4 [@femaregion4](#).



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