

Understanding Your FEMA Eligibility Letter

Release Date: October 9, 2024

ATLANTA.— If you applied for FEMA assistance after Hurricane Helene, you will receive an eligibility letter from FEMA in the mail or by 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.

You may need to submit additional information or supporting documentation for FEMA to continue to process an application for financial assistance. 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 the applicant's primary residence at the time of the disaster

If you have questions about your letter, or disagree with the initial decision, visit a [Disaster Recovery Center](#), if available, or call the disaster assistance helpline at 800-621-3362 to find out what information FEMA needs.

How to Appeal

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.



FEMA

Page 1 of 3

You can appeal any FEMA decision or award amount by sending documents that show you qualify and need more help, like estimates for repairs, receipts, bills, etc. Each decision letter you receive from FEMA explains types of documents that may help you appeal your FEMA's decision or award amount for that type of assistance.

Supporting documents may include:

- Receipts,
- Bills,
- Repair estimates,
- Property titles or deeds, or
- Any other information that may support the reasons for the appeal.

What should I include on documents I send to FEMA?

All documents you send to FEMA as part of your appeal should include your:

- Full name,
- Current phone number and address,
- Disaster Number (DR-4830-GA) and FEMA Application Number written on all pages, and
- Address of the disaster-damaged home.

Receipts, bills and estimates must include the business name and contact information to help FEMA confirm the information.

Can someone appeal for me?

Yes. If you send a written explanation for the appeal that is written by someone other than you, it must include their signature. FEMA will need your written permission to share information about your application. You can do this by completing an Authorization for the Release of Information Under the Privacy Act form and sending it to FEMA.

How can I send documents?

You can send appeals or supporting documents to FEMA by:



- Uploading to your disaster assistance account at DisasterAssistance.gov,
- Mailing to FEMA, P.O. Box 10055, Hyattsville, MD 20782-8055.
- Faxing to 800-827-8112.
- Visiting a Disaster Recovery Center, if available

For the latest information about Florida's recovery, visit fema.gov/disaster/4830.
Follow FEMA on X at x.com/femaregion4 or on Facebook at facebook.com/fema.



FEMA