

Information for Virginians on Tracking and Updating your FEMA Application

Release Date: Oct 31, 2024

If you applied for FEMA assistance, reach out to FEMA to track your application, update your information or make any changes.

You can apply and access your FEMA application online, through the FEMA app, by calling the FEMA helpline or in-person at a Disaster Recovery Center (DRC).

As you recover from Tropical Storm Helene, your circumstances may change. You may have a new address or phone number. Your insurance claims may have been settled. You may require more help with essential needs but aren't sure where to turn.

These are just some of the reasons it's important to stay in touch with FEMA.

We encourage you to visit any open Disaster Recovery Center (DRC) for assistance with your application. You can also contact the FEMA Helpline or access your application online or via the FEMA App to make updates, get the status of your case or ask questions about the disaster assistance process. Be sure to update FEMA with changes to your contact information, including any email changes, as soon as possible and as often as necessary.

FEMA may also need to contact you, and missing or wrong information could delay the delivery of assistance.

Track, Update or Make Changes to Your Application

- By visiting a [Disaster Recovery Center \(DRC\)](#).
- Online at [DisasterAssistance.gov](#).
- If you have not done so already, you can create an online account by clicking on "[Check Status](#)" at [DisasterAssistance.gov](#). You will need the email address you registered with.



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- You can track your application, make changes, or upload documents through your online account as well as
- Through the [FEMA app](#).
- By calling the FEMA Helpline at 800-621-3362.

When contacting FEMA, have the nine-digit number you were assigned when you applied.

To fax or mail documents to FEMA:

Fax FEMA at 800-827-8112

Mail documents to:

FEMA National Processing Service Center

P.O. Box 10055

Hyattsville, MD 20782-8055

FEMA has set up a rumor response webpage to clarify our role in the Helene response. Visit [Hurricane Helene: Rumor Response](#).

For more information on Virginia's disaster recovery, visit [vaemergency.gov](#), the [Virginia Department of Emergency Management Facebook page](#), [fema.gov/disaster/4831](#) and [facebook.com/FEMA](#).

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FEMA's mission is helping people before, during and after disasters. FEMA Region 3's jurisdiction includes Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia. Follow us on X at [x.com/FEMAreion3](#) and on LinkedIn at [linkedin.com/company/femareion3](#).

To apply for FEMA assistance, please call the FEMA Helpline at 1-800-621-3362, visit <https://www.disasterassistance.gov/>, or download and apply on the [FEMA 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. Multilingual



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operators are available (press 2 for Spanish and 3 for other languages). Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status.



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