

How to Appeal FEMA's Decision

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Residents who experienced damage from the Juneau Mendenhall Glacier flooding on August 5-6 who received a determination letter from FEMA should make sure to read it carefully.

If you received a letter stating you are ineligible for assistance or “no decision” can be made at this time, it may be for a simple matter, such as missing information from your application.

Here are some of the most common reasons for an ineligible or “no decision” determination:

- **Proof of insurance.** You must provide a copy of your insurance settlement approval or denial letter to FEMA. If your insurance settlement is insufficient to meet your disaster-related needs, you may be eligible for federal assistance. FEMA cannot duplicate insurance benefits but may provide assistance for what your policy does not cover.
- **Proof of occupancy.** Documents that prove the damaged home or rental was your primary residence at the time of the disaster. These may include a government ID, driver's license or verification from a community or tribal leader.
- **Proof of ownership.** Provide mortgage or insurance documents, tax receipts or a deed. If you don't have a deed handy, contact your local or tribal official about obtaining a copy.
- **Lost documents.** Visit the following website for information and resources that can help you replace lost documents, such as driver's license, Medicare card or Social Security card. <https://www.usa.gov/replace-vital-documents#item-213436>

FEMA's Individuals and Households Program (IHP) provides financial assistance to eligible individuals and households affected by a disaster who have uninsured



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or underinsured disaster-related expenses. FEMA cannot provide assistance for losses covered by insurance.

Appealing FEMA's Decision

Applicants who disagree with FEMA's decision or the amount of assistance awarded may submit an appeal letter and documents supporting their claim, such as an estimate or receipt for home repairs.

Please submit the appeal in writing. In a signed and dated letter, explain the reason(s) for the appeal. It should also include:

- Your full name, phone number, current address, and address of the damaged dwelling
- Your FEMA application number, a nine-digit number found at the top of your determination letter must be on every page
- FEMA disaster number (FEMA DR-4836-AK) on every page
- Your signature and date

If someone other than you or a co-applicant writes the appeal letter, that person must sign it and provide FEMA with a statement signed by you that authorizes the individual to act on your behalf.

Supporting Documentation:

Ensure you provide documentation supporting your appeal such as:

- Appeal letter
- Repair receipts
- Contractor estimates
- Other supporting documents, such as written statements or a notice from local officials

There are 3 ways you can submit your appeal letter and supporting documents:

- Applicants can set up an online account at DisasterAssistance.gov by clicking on "Apply Online" and following the directions. Once you have set up an account you can check the status of your application, upload personal



information and documents as well as the appeal letter.

- Mail to FEMA National Processing Service Center, P.O. Box 10055, Hyattsville MD 20782-7055.
- Send as a Fax to **800-827-8112** or **540-504-2113** (Attention: FEMA)

If you have questions about your letter, you can call the FEMA Alaska hotline at **1-866-342-1699**.

Construction Estimators or Case Managers are encouraged to call the Alaska Call Center for appeal questions or support.

If you require a reasonable accommodation such as language translation or interpretation, mobility assistance, or sign language interpretation, call or text 907-727-6221 or email FEMA-language-access-request@fema.dhs.gov. **Language assistance is available for individuals that do not speak English well by calling or texting 907-727-6221 or sending an email to FEMA-language-access-request@fema.dhs.gov.**

FEMA is committed to providing equal access to our programs and services without discrimination. If you feel you have experienced discrimination, call the FEMA Civil Rights Resource line at **833-285-7448** or **800-462-7585** (TTY/TDD) or email FEMA-CivilRightsOffice@fema.dhs.gov.



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