

Residents Must Read FEMA Letters Carefully

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San Juan, Puerto Rico — Hurricane Fiona survivors who applied for FEMA assistance will receive a letter from FEMA by mail or an email notification. If you received a letter from FEMA that says you're ineligible, you may provide additional information to continue with the process.

Applicants may need to submit additional information or supporting documents for FEMA to continue to process their application for financial assistance. Examples of missing documents may include:

- Settlement of insurance claims or denial letter from insurance provider
- Proof of identity
- Proof of occupancy
- Proof of ownership

If you have questions about your letter, go online to [DisasterAssistance.gov](https://www.DisasterAssistance.gov) or call 1-800-621-3362. If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA the number for that service. You may also visit any of the Disaster Recovery Centers for help with your application.

Appealing FEMA's Decision

If you disagree with FEMA's decision, or the amount of assistance received, you may submit an appeal letter and documents supporting your claim, such as a contractor's estimate for home repairs.



FEMA

Appeals must be in writing and include the following:

- Applicant's full name
- Disaster number (DR-4671-PR)
- Address of the pre-disaster primary residence
- Applicant's current phone number and address
- The FEMA application number on all documents
- Date
- Signature
- The reason for the appeal

Mail your additional documents and your appeal letter **within 60 days** of receiving your FEMA decision letter to the address below.

FEMA National Processing Service Center

P.O. Box 10055

Hyattsville, MD 20782-7055

You can also fax them to 1-800-827-8112 or upload them online at DisasterAssistance.gov through your FEMA online account. To set up a FEMA online account, visit DisasterAssistance.gov and click on "Check Your Application and Log In" then follow the directions. You can also submit documents at any Disaster Recovery Center in your area.

