

FEMA May Contact You by Phone: What to Expect

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If you receive a phone call from FEMA, don't share your personal information unless you are sure the person you are talking to is a legitimate FEMA representative.

- After you apply for disaster assistance, FEMA may call you to obtain, verify or share information.
- Many of these calls are conducted using an auto dialer, which means applicants will often hear a recorded message that will not request personal information but will encourage them to call the FEMA Helpline.
- When an applicant calls the Helpline to speak with a FEMA representative, they may be asked to share personal information to verify identity.
- FEMA inspectors may also call applicants to schedule a meeting at the address where the damage was reported to obtain additional information.
- Inspectors may call from an unfamiliar area code.
- **If you receive a call from someone stating they are a FEMA representative, but you are skeptical, do not give out any information. Call 1-800-621-3362 to verify the call is legitimate.**
- Press 1 for English, 2 for Spanish and 3 for all other languages. People who use a relay service such as video relay service (VRS), captioned telephone service or others, provide FEMA the number for that service.



- Phone lines operate from 7 a.m. to 2 a.m. seven days a week.
- If you suspect fraud, call FEMA's toll-free Disaster Fraud Hotline at 1-866-720-5721 or email disaster@leo.gov



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