

Understanding Your FEMA Eligibility Letter

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CHARLESTON, W.Va. – If you applied for FEMA Individual Assistance following the Feb. 15 – 18, 2025 winter flooding, you will receive a determination letter from FEMA in the mail or by email. These letters can also be found on your online FEMA account, which can be accessed by logging into DisasterAssistance.gov and selecting the “Check Status” tab.

Your letter will explain your application status and how to respond. It is important to read your letter carefully because it will include the amount of any assistance FEMA may provide and information on the appropriate use of your disaster assistance funds.

Your letter will also explain if you need to submit additional information or supporting documentation for FEMA to continue to review and process your application for Individual Assistance. Examples of missing documentation may include:

- Insurance settlement, denial letter, or declaration page
- Proof of identity (i.e., passport, military ID, Social Security card with federal/state ID)
- Proof of occupancy (i.e., lease, rent receipts, utility bills)
- Proof of ownership (i.e., mortgage documentation, property tax, title, insurance)

If you have any questions about your FEMA letter, or if you disagree with the initial decision, visit a [Disaster Recovery Center](#) or call the disaster assistance helpline at 800-621-3362 to get more information about your FEMA Individual Assistance application.

HOW TO APPEAL



Your letter from FEMA will provide the information on the types of documents or information that FEMA needs in order to appeal. Your letter 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.

You can submit your appeal and supporting documentation:

- **Online** to [DisasterAssistance.gov](https://www.disasterassistance.gov).
- **By mail:** FEMA Individuals & Households Program, National Processing Center
P.O. Box 10055 Hyattsville, MD 20782.
- **By fax:** (800) 827-8112, Attention: FEMA – Individuals & Households Program.
- **In person** at one of our FEMA West Virginia [Disaster Recovery Centers](#).

For more information on West Virginia's disaster recovery, visit emd.wv.gov, [West Virginia Emergency Management Division Facebook page](#), www.fema.gov/disaster/4861, and www.facebook.com/FEMA.

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