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State News Desk: (919) 825-2599

FEMA News Desk: (770) 220-5292 | [FEMA-DR-4827-NC-NewsDesk@fema.dhs.gov](mailto:FEMA-DR-4827-NC-NewsDesk@fema.dhs.gov)

## News Release

### Understanding Your FEMA Eligibility Letter

If you applied for FEMA assistance after Tropical Storm Helene, you will receive an eligibility letter from FEMA in the mail or by email. The letter will explain your application status and how to respond. It is important to read the letter carefully because it will include the amount of any assistance FEMA may provide and information on the appropriate use of disaster assistance funds.

You may need to submit additional information or supporting documentation for FEMA to continue to process an application for financial assistance. Examples of missing documentation may include:

- Proof of insurance coverage.
- Settlement of insurance claims or denial letter from insurance provider.
- Proof of identity.
- Proof of occupancy.
- Proof of ownership.
- Proof that the damaged property was the applicant's primary residence at the time of the disaster.

If you have questions about your letter, or disagree with the initial decision, call the disaster assistance helpline at 800-621-3362 to find out what information FEMA needs.

### How to Appeal

The letter from FEMA will provide information on the types of documents or information that FEMA needs. It 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:

Learn more at [fema.gov/disaster/4827](https://fema.gov/disaster/4827)

- Online at [DisasterAssistance.gov](https://DisasterAssistance.gov), where you can create an account and upload documents.
- By mail: FEMA National Processing Service Center, P.O. Box 10055, Hyattsville MD 20782-7055
- By fax: 800-827-8112 Attention: FEMA

For the latest information about Florida's recovery, visit [fema.gov/disaster/4827](https://fema.gov/disaster/4827). Follow FEMA on X at [x.com/femaregion4](https://x.com/femaregion4) or on Facebook at [facebook.com/fema](https://facebook.com/fema).

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*FEMA's mission is helping people before, during and after disasters.*

*FEMA is committed to ensuring disaster assistance is accomplished equitably, without discrimination on the grounds of race, color, nationality, sex, sexual orientation, religion, age, disability, English proficiency, or economic status. Any disaster survivor or member of the public may contact the FEMA Office of Civil Rights if they feel that they have a complaint of discrimination. FEMA's Office of Civil Rights can be contacted at [FEMA-OCR@fema.dhs.gov](mailto:FEMA-OCR@fema.dhs.gov) or toll-free at 833-285-7448.*