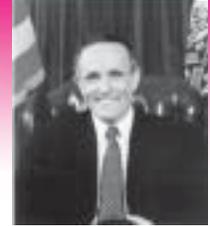




FEMA DIRECTOR
Joe M. Allbaugh



GOVERNOR
George Pataki



MAYOR
Rudy Giuliani

The horrific terrorist attacks on Sept. 11 claimed thousands of lives and caused massive devastation. My heart goes out to all who were affected. Be assured that the Federal Emergency Management Agency (FEMA), along with other federal, local and voluntary agencies will be here to help you through your recovery.

President Bush signed a disaster declaration on the day of the attack, and directed me to ensure all federal resources are available to the city and state. FEMA staff is working around the clock facilitating and coordinating the federal assistance in this recovery effort.

In addition, individuals and businesses that were impacted by the terrorist attacks can apply for a wide variety of benefits and assistance from FEMA, the Department of Justice and other federal and state agencies by calling the telephone numbers listed in this publication.

Just as all Americans grieve and sympathize with New Yorkers in this tragedy, people around the country also share New Yorkers' spirit to pull through this. Recovery will be a long process and a lot of hard work, but we will be here to support and assist you.

May God bless you and your families as you continue on the road to recovery.

While words cannot describe the horror of Sept. 11, they also fail to capture the tremendous dedication and generosity of New Yorkers and all Americans in response to these tragic events. Collectively, our hearts and prayers reach out to bridge the gap of grief for the families who lost their loved ones.

Together we have witnessed the bravery and self-sacrifice of the emergency service workers as they search the rubble for signs of life – and work tirelessly to return the fallen to their families.

While work continues, we must begin rebuilding our lives, our livelihoods and, most importantly, our way of life. I urge all New Yorkers who have suffered loss to accept the helping hand extended by state, federal, city and volunteer organizations.

On behalf of all New Yorkers I welcome the aid, assistance and expertise of our federal responders and the legions of volunteers offering their time, talents and energies to our common cause.

It is this spirit of partnership that will transform the terrorists' "ground zero" into a living, vibrant tribute to the indomitable spirit of the Empire State. I am proud of you New York – and proud to be a New Yorker.

On September 11, New York City suffered the darkest day in our long history. The destruction of the World Trade Center and the resulting loss of thousands of lives have broken our city's heart. But our heart still beats, and our city remains strong. We will emerge from this stronger than we have ever been before.

Within moments after the first plane struck, ordinary men and women showed extraordinary bravery in assisting one another to safety, even at the cost of their own lives. The people of our city evacuated the scene of destruction in good order; almost immediately formed long lines to donate blood; made generous corporate and individual donations of money and supplies; and offered welcome encouragement and solace to the relatives of the missing and to our exhausted rescue workers.

Our fire fighters and police officers have personified courage, and though the losses to their ranks have been terrible, they have set the example for the rest of us by continuing to work with renewed vigor.

We have also benefited greatly from the efforts of FEMA, the U.S. military and other federal personnel, as well as the many volunteers and rescue workers who have come to New York City from cities and towns across North America.

This vicious, unprovoked attack on our city and our nation demonstrates the depths of human cowardice and cruelty. Yet the response to this tragedy has shown us the heights of human generosity and courage. We are a united city, and I have never been so proud to be a New Yorker.