

Understanding Your FEMA Letter

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OKLAHOMA CITY – When you apply for FEMA assistance, FEMA will send you a letter that explains the aid you receive. Read this letter carefully – if it says you’re “ineligible,” it **does not** mean you’re denied. You may just need to send more information.

Your letter will explain what to do if you disagree with FEMA’s decision. You can submit evidence, such as repair estimates or an insurance settlement, to support your claim.

If you have any questions, call the FEMA Helpline at **800-621-3362**; or, visit a Disaster Recovery Center – for locations and hours, go to fema.gov/drc.

How to Appeal

Within 60 days of the date on the letter:

1. Gather any information or documents the letter requests.
- Common requests include:
 - Insurance documents: proof your property was covered by insurance, and that the settlement was not enough to complete essential repairs
 - Proof of identity: passport, Social Security card and federal or state I.D., military I.D., or payroll stub
 - For a full list of documents that can prove identity, visit [Options to Verify Your Identity with FEMA | FEMA.gov](https://www.fema.gov/verify-identity).
 - Proof of occupancy: lease, utility bills, driver’s license, letter from a mobile home park manager or public official, or other document that shows the home was your primary residence when the storms occurred
 - Proof of ownership (homeowners only): deed, mortgage statement, property tax bill, letter from a mobile home park manager, or other document that



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shows you own your home.

- For a full list of documents that can prove ownership or occupancy, visit [Verifying Home Ownership or Occupancy | FEMA.gov](#).
2. If you wish, fill out the optional appeal form included in the letter. You can submit an appeal without it, or you can use it to explain why you're appealing.
 3. Submit your appeal and supporting documents in one of these ways:
 - Online at [DisasterAssistance.gov](#)
 - In person at a Disaster Recovery Center. Centers are currently open in Barnsdall, Bartlesville and Sulphur – for the latest locations and hours, visit [fema.gov/drc](#).
 - Mail to: FEMA National Processing Service Center, P. O. Box 10055, Hyattsville, MD 20782-8055
 - Fax to (800) 827-8112

You can expect a reply from FEMA within 90 days.

For help with any step of the appeals process, call the FEMA Helpline at 800-621-3362 or visit a Disaster Recovery Center.

For the latest information about Oklahoma's recovery, visit [fema.gov/disaster/4776](#) or [fema.gov/disaster/4791](#). Follow the FEMA Region 6 Twitter account at [twitter.com/FEMARegion6](#) or on Facebook at [facebook.com/FEMARegion6/](#).

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



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