

Stay in Touch with FEMA to Help Keep Your Recovery on Track

Release Date: Août 13, 2025

SANTA FE, New Mexico – Missing or incorrect information could delay the delivery of FEMA assistance. That's why FEMA encourages homeowners and renters recovering from the severe storms, flooding and landslides that began June 23 to stay in touch with the agency and keep their information as current as possible.

Contact FEMA to update your application, get the status of your case or ask questions about the disaster assistance process.

Information That May Need to be Updated

- Your current housing situation, phone number or mailing address
- Adding or removing the name of someone designated to speak for you
- Adding or changing names of household members and number of people living in your home
- Changes in your application for FEMA assistance
- Correcting or verifying home and property damage
- Updating your payment preference

A simple way to provide missing or new information is to create an account at DisasterAssistance.gov. If you applied for assistance online or using the FEMA app, then you already have an account. Check your Disaster Assistance account regularly. Click on the "Check Status" button on DisasterAssistance.gov to view your account at any time.

If you do not have internet access and/or need services not available on FEMA's website, call the **FEMA Helpline at 800-621-3362**. Specialists speak many languages and phone lines are open from **5 a.m. and 9 p.m. MT daily**. Press 2 for Spanish. If you use a relay service, captioned telephone or other service, you can give FEMA your number for that service.



For in-person help, you can visit the State Disaster Resource Center at: Eastern New Mexico University – Ruidoso Annex, 709 Mechem Dr., Ruidoso, NM 88343. Hours are from 9 a.m. to 7 p.m. MT daily.

When you contact FEMA, be sure to have the nine-digit number assigned to you when you applied.

For the latest information about New Mexico's recovery, visit fema.gov/disaster/4886. Follow FEMA Region 6 on Facebook at facebook.com/femaregion6 and on X at x.com/FEMARegion6

