

Read Your Eligibility Letter Carefully

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Residents in Boone, Calhoun, Clay, Harrison, and Kanawha counties who were impacted by the flooding in August 28-30, 2023, who received an eligibility decision letter from FEMA should make sure to read it carefully.

If you have questions about your eligibility letter, visit a Disaster Recovery Center or call the Disaster Assistance Helpline at 800-621-3362. If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA the number for that service.

The eligibility letter will explain your application status and next steps. It is important to read the letter fully and carefully because it will include the amount of assistance FEMA may provide to you and information on the appropriate use of these funds.

It will also state if you need to submit additional information or supporting documentation for FEMA to continue to process your application. Examples of missing documentation may include:

Proof of insurance. If you have flood insurance, you must provide a copy of your insurance settlement approval or denial letter to FEMA. If your insurance settlement is insufficient to meet your disaster-related needs, you may be eligible for federal assistance. FEMA cannot duplicate flood, homeowner or renter insurance benefits but may provide assistance for what your policy does not cover.

Proof of occupancy. Documents that prove the damaged home or rental was your primary residence at the time of the disaster. These can include:

- Utility Bills
- Other Bills
- Employer's Documents
- Lease/Housing Agreement
- Landlord (LL) Letter



- Rent Receipts
- Bank Statements and image of the cancelled rent check
- Public Official's Letter
- Identification Cards
- Social Service Organization Documents
- Local School Documents
- Federal or State Benefit Documents
- Motor Vehicle Registration
- Affidavit of Residency or Other Court Documentation
- Mobile Home Park Documents

Proof of ownership. Provide mortgage or insurance documents, tax receipts, a deed. If you don't have a deed handy, contact your city about obtaining a copy.

For more information on West Virginia's disaster recovery, visit emd.wv.gov, [West Virginia Emergency Management Division Facebook page](#), www.fema.gov/disaster/4756 and www.facebook.com/FEMA.

