

# Understanding Your FEMA Letter

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Residents who applied for FEMA disaster assistance after Tropical Storm Helene impacted Tennessee will receive a determination letter from FEMA by mail or e-mail. In some cases, an applicant may be asked to submit more information and/or supporting documents for FEMA to continue processing your application.

It is important to read the letter carefully. It will include the amount of assistance FEMA may provide and information on how you can use your disaster assistance funds. The letter will also explain your application status and it will give you information about how to appeal FEMA's decision.

Your letter might also ask you to send additional information or supporting documentation for FEMA to continue reviewing your application. For example, you may be asked to send one or more of the following:

- 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 your primary residence at the time of the disaster.

If you have questions about your FEMA determination letter, call the **FEMA Helpline at 800-621-3362**. Lines are open from **7 a.m. to midnight EDT seven days a week**, and specialists speak many languages.

Homeowners and renters in **Carter, Cocke, Greene, Hamblen, Hawkins, Johnson, Unicoi and Washington counties** can apply for federal assistance.

Here's how: Go online to [DisasterAssistance.gov](https://DisasterAssistance.gov), use the [FEMA App](#) call the **FEMA Helpline**. If you use a relay service such as Video Relay Service, captioned telephone or other service, you can provide FEMA with your number for that service. You may also visit a Disaster Recovery Center. For locations and



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hours, visit [fema.gov/drc](https://fema.gov/drc).

To view an accessible video on how to apply, visit [Three Ways to Apply for FEMA Disaster Assistance - YouTube](#).



**FEMA**