

# Stay in Touch With FEMA; Be Sure Your Contact Information is Current

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**MONTGOMERY, Ala.** – Hurricane Zeta survivors who have already applied for disaster assistance with FEMA need to keep in touch with the agency to keep your application moving forward and especially if your contact information changes.

Updating contact information with current addresses and phone numbers ensures that FEMA can reach you to ask questions or provide new information. Missing or wrong information in your application could result in delays in receiving assistance.

FEMA staff are reviewing applications and are calling survivors to verify information. These calls may come from an unlisted number. By not answering calls from an unlisted number, applicants could miss an opportunity for FEMA to provide them additional resources. You should request a FEMA identification number from the caller. If you are unsure of the caller's identification, or you are suspicious of someone claiming to be from FEMA, call the **FEMA Helpline** at **800-621-3362 (TTY 800-462-7585)**. Lines are open daily from **7 a.m. to 10 p.m.**

Individuals can get their own questions answered by specialists at the **FEMA Helpline**. Callers should refer to the nine-digit number they were issued at registration. This number is on all correspondence applicants receive from FEMA and is a key identifier in tracking assistance requests.

Applicants can speak with **Helpline** specialists to:

- Track the progress of a FEMA application
- Update an application with a change of address, a new phone number or banking information
- Ask questions about disaster assistance
- Get advice about how to set up an online account or upload documents
- Get information about the home-inspection process
- Notify FEMA of insurance settlements



- Find out if you're eligible for rental assistance while your storm-damaged home is being repaired
- Learn about the steps to appeal a FEMA decision
- Learn rebuilding techniques to make a home stronger

Zeta survivors in **Clarke, Dallas, Marengo, Mobile, Perry, Washington and Wilcox** counties who suffered damage from the storm but have not yet applied to FEMA for disaster assistance have until **Monday, Feb. 8**, to apply.

There are several ways to apply:

- [Download FEMA's mobile app](#). For information go to: [www.fema.gov/mobile-app](http://www.fema.gov/mobile-app).
- Visit [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).
- Call the **FEMA Helpline** at **800-621-3362 (TTY 800-462-7585)**. Multilingual operators are available. [Those who use a relay service such as a videophone, InnoCaption or CapTel should provide FEMA with their specific phone number assigned to that service.](#)

For more information on Alabama's disaster recovery, [visit ema.alabama.gov](http://ema.alabama.gov), [AlabamaEMA Facebook page](#), [www.fema.gov/disaster/4573](http://www.fema.gov/disaster/4573) and [www.facebook.com/fema](http://www.facebook.com/fema). For a comprehensive database of health and human service agencies available in your community, dial **211**, text **888-421-1266**, or chat via [www.211connectsalabama.org](http://www.211connectsalabama.org).

