



FEMA

March 24, 2016
DR-4263-LA
FS-007
NEWS DESK: 225-382-1599

Fact Sheet

Read Your FEMA Determination Letter Very Carefully

If you are a survivor of the Louisiana severe storms and flooding and get a letter that says your application for federal assistance is “ineligible” or “incomplete,” be sure to read the letter **all the way through to the end** to see what the reason is. It may just take a quick fix.

COMMON REASONS FOR RECEIVING AN ‘INELIGIBLE’ DETERMINATION:

- The most common reason for ineligibility is you need to provide FEMA with a copy of a letter verifying your insurance coverage before FEMA can process your grant application.
- Other reasons for ineligibility may include:
 - You did not sign the required documents.
 - You did not prove occupancy or ownership.
 - Your identity may not have been verified.
 - The damage is not to your primary residence, but to a secondary home or a rental property.
 - Another member of your household may have applied and received assistance.
 - Your disaster-related losses could not be verified.

WHAT YOU CAN DO NEXT:

- Every applicant has the right to file an appeal.
- If your letter stated that the reason for your ineligibility (such as one of the reasons listed above) you may provide copies of the omitted documents and mail or fax them to the addresses below.

HOW TO APPEAL:

- Appeals can be mailed to:
FEMA – Individuals & Households Program
National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-7055

- Appeals can be faxed to:
800-827-8112
Attention: FEMA – Individuals & Households Program
- You may also take copies of the documents that were missing to a local Disaster Recovery Center (DRC) near you, where a FEMA specialist can help you.
- You can find DRC locations by going online at fema.gov or by downloading and using the FEMA app.

IF YOU HAVE MORE QUESTIONS:

- If you have questions about your application or about filing an appeal, you can call the FEMA helpline at **800-621-3362**; **TTY 800-462-7585; 211**; for **Relay** or **Video Relay Services**, call **800-621-3362**.

LOANS MAY ALSO BE AVAILABLE:

- Although you may be ineligible for FEMA disaster grants, you may receive a low-interest disaster loan from the U.S. Small Business Administration (SBA). These loans are for businesses of all sizes, private non-profit organizations, homeowners and renters.

###

We urge everyone to continue to use caution in areas where floodwaters remain. Monitor DOTD's www.511la.org website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at www.emergency.la.gov. GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at www.getagameplan.org.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or

other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's Web site at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call (800)877-8339.

###