



FEMA

April 6, 2016

FS012

News Desk: 225-382-1599

Frequently Asked Questions

Louisiana Survivors: FEMA Says Call Us, Visit Us. Let's Stay in Touch

More than 31,000 Louisiana survivors have registered for disaster assistance from FEMA after the historic March flooding and severe storms, but many may now be wondering: *What are my Next Steps?* The answer: *Call FEMA. Visit FEMA. Let's Stay in Touch.*

Here are some Frequently Asked 'After you Register' Questions:

I registered with FEMA but I haven't heard from anyone. What should I do?

Stay in touch with us! If you have not heard back from FEMA within 10 days of applying you might need to update your contact information. Call 800-621-3362 any time from 7am-10pm or visit us at a Disaster Recovery Center (DRC) near you.

I registered with FEMA, but I don't have a place to live. What do I do? Where do I go?

FEMA can help you locate temporary rental resources. You can get information on housing resources by calling FEMA's hotline, or visiting FEMA's housing portal at:

asd.fema.gov/inter/hportal/home.htm.

I registered with FEMA, but an inspector could not visit my home because it is still flooded. What do I do now?

Stay in touch with us. Be sure to update FEMA when your home is accessible again so you can schedule an appointment with an inspector.

I registered with FEMA, but the determination letter is not clear. What do I do?

If you have questions about your determination letter or need clarification after you have received it, a representative can explain. Call FEMA at 800-621-3362 or visit FEMA at one of our Disaster Recovery Centers.

I registered with FEMA, but I don't agree with my determination letter or the amount of assistance I was eligible for. How do I follow up on this?

Every survivor has the right to appeal. If you don't agree with the determination letter, call or visit FEMA at a DRC. A representative can help walk you through the appeal process.

I registered with FEMA, but my home was flooded and I moved, so how can FEMA reach me?

If you moved or changed your phone number, make sure you update your contact information with FEMA. Keeping your information up to date helps FEMA help you.

I registered with FEMA and received assistance. Now, what do I do with the money?

Resist the urge to splurge. Use your money wisely. A letter explaining the payment's purpose will arrive within a day or two of the check or direct deposit payment. If you use your payment on anything other than its intended purpose, you may have to repay those funds – and you might not be able to receive future disaster assistance.

I registered with FEMA. My question is can I purchase a new home with my FEMA grant?

The purpose of FEMA's assistance is to house a survivor in a safe, sanitary and secure home. If you use the money to purchase a new home, you cannot come back to FEMA asking for further assistance. The applicant guide you receive with your determination letter will provide you with additional information.

I registered with FEMA and received a Small Business Administration (SBA) Loan application but I don't want a loan. What should I do with it?

While you may not want a loan or know you will not be eligible for a loan, you may be eligible for further FEMA assistance if you are denied for an SBA loan. However, you must first apply and be turned down by SBA prior to your case moving forward with FEMA.

Here is how survivors can stay in touch with FEMA – Call Us! Visit Us!

Call Us:

Call the FEMA Helpline at 800-621-3362 or (TTY) 800-462-7585. Those of you who use 711 Relay or Video Relay Services may call 800-621-3362. Help is available in most languages and phone lines are open from 7 a.m. to 10 p.m. seven days a week until further notice. When you call FEMA with further questions, you should refer to the nine-digit registration number you received when originally applying for aid.

Visit Us:

We are imbedding staff in the community to make ourselves as accessible as possible. Take advantage of our resources!

Disaster Recovery Centers are open throughout Louisiana to help flood survivors through their recovery process. You can locate a DRC by calling 800-621-3362 or visiting [fema.gov/disaster-recovery-centers](https://www.fema.gov/disaster-recovery-centers). DRCs host a variety of agencies, organizations and experts to guide you along your recovery process. Come as often as you would like. We will walk you through an appeal, help you understand your FEMA determination letter and provide you with resources to help in your recovery process.

Each DRC has assistive technologies for people with disabilities. To arrange to have an ASL interpreter at the DRC when you visit, call 225-382-1739.

Disaster Survivor Assistance Teams (DSAT) are on foot throughout the designated parishes. They are equipped with mobile devices and are going door to door providing onsite registration, resource referrals and application updates.

###