



FEMA

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News Desk: 225-382-1599

Fact Sheet

Every Louisiana Disaster Applicant Has the Right to Appeal. Here's How!

If you're a Louisiana homeowner or renter who wants to appeal your FEMA determination, here are some tips to guide you through the process:

- **Every disaster survivor has a right to appeal.** Read your letter carefully all the way through to understand FEMA's reason for its decision. This will allow you to know exactly why to appeal.
- **It's important to submit insurance information.** If your coverage is insufficient to make essential home repairs, provide a place to stay, or replace certain contents, FEMA can reconsider you. But you must provide documents from your insurance company that detail your settlement. Remember also that FEMA cannot duplicate homeowner or renter insurance benefits.
 - Contact your insurance company if you need settlement documents. You can find contact information for your insurance company online at the Louisiana Department of Insurance's website: www.ldi.la.gov/onlineservices/ActiveCompanySearch
- **Prove occupancy.** If you're a homeowner or renter, FEMA can reconsider you for grants if you provide documents that prove the damaged structure was your primary residence. You can prove primary occupancy with utility bills, a driver's license or a copy of your lease. You cannot receive federal disaster assistance for secondary or vacation homes.
- **Prove ownership.** If you can prove you own the home, FEMA can reconsider you for grants to make a structure safe, sanitary and secure. Documents you can submit to prove ownership may include mortgage or insurance documents, tax receipts or a deed. If you don't have a deed handy, speak to your local or parish officials about obtaining a copy.
- **There are many other reasons you may disagree with a decision.** If you registered you should have received a booklet called "Help after a Disaster" that details how FEMA determines who's eligible for assistance. You can access the booklet online at www.fema.gov/help-after-disaster.
 - The booklet also lists what information you need to include when appealing.

- **Mail appeal documents within 60 days of receiving your FEMA determination letter to the address below.**

FEMA National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-7055

- You may also fax documents to 800-827-8112.

- **If you have any questions about your determination letter or any other disaster recovery issues you may always call the FEMA helpline** at 800-621-3362 or TTY 800-462-7585. Lines are open 7 a.m. to 10 p.m. seven days a week. Those who use 711/VRS can call 800-621-3362. You can also visit a Louisiana disaster recovery center and speak with a disaster assistance representative. Locate your closest center by going online to [FEMA.gov/disaster-recovery-centers](https://www.fema.gov/disaster-recovery-centers) or by calling the FEMA helpline.

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