

# Hurricane Survivors Should Check in with FEMA

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**ST. CROIX, Virgin Islands** – As the January 8 registration deadline to apply for disaster assistance approaches, survivors of hurricanes Irma and Maria are encouraged to check in to ensure the information they provided to the Federal Emergency Management Agency (FEMA) is accurate and up-to-date.

The storms caused widespread power, internet and cell service outages affecting the access needed by survivors to register for disaster assistance and get updates on their applications. Now that power and connectivity are returning to the islands, applicants should call in to make sure they're registered and update any changes to their mailing address, phone number and insurance and banking information.

Having your correct information in the system is critically important after a disaster in case a FEMA representative should need to reach you. It is also important for survivors to maintain contact with FEMA throughout their recovery process.

"It doesn't hurt to check in with us to follow up on your application," said FEMA's Federal Coordinating Officer William Vogel. "If you have applied for FEMA assistance and not heard from us, please give us a call so we can ensure your application is being processed in a timely manner."

Applicants who have service may update their information at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or via phone at **800-621-3362** or TTY 800-462-7585. Those who use 711-Relay or Video Relay Services can call 800-621-3362. The toll-free telephone numbers are operating from 7 a.m. to 11 p.m. (local time) seven days a week until further notice. Operators are standing by to assist survivors in multiple languages.

Applicants who continue to have trouble with connectivity can update their information by visiting any one of FEMA's Disaster Recovery Centers (DRCs) located throughout the islands. DRCs are accessible facilities where applicants can receive face-to-face assistance. DRCs are open 8 a.m. to 5 p.m., Monday



through Saturday, and will remain open for as long as needed. The DRCs in the U.S. Virgin Islands are located at:

St. Croix:

- Christiansted at the Old Post Office Building at Church and Company streets
- Christiansted at St. Peter's Episcopal Church, 38-44 Castle Coakley
- Frederiksted at the Rotary Club West, 40 KA-KD Estate LaGrange

St. John:

- Coral Bay at the Town & Country Building, 8-1 Estate Emmaus
- Cruz Bay at the U.S. Virgin Islands Legislature, St. John Annex, 1D Cruz Bay

St. Thomas:

- Charlotte Amalie at the former Scotiabank, 81 CC&DD Kronsprindsens Gade
- Charlotte Amalie at Tutu Park Mall, 4605 Tutu Park Mall, Suite 233
- Estate Bordeaux at the Bordeaux Farmers Market, 109 East Bordeaux

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*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 **800-621-3362** (voice, **711/VRS** - Video Relay Service) (TTY: **800-462-7585**). Multilingual operators are available (press 2 for Spanish).*

*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.*

*For official information on the recovery effort following the hurricanes, please visit [www.informusvi.com](http://www.informusvi.com) or [www.usviupdate.com](http://www.usviupdate.com). Follow us on social media at [twitter.com/femaregion2](https://twitter.com/femaregion2) and [www.facebook.com/FEMAUSVirginIslands](https://www.facebook.com/FEMAUSVirginIslands).*

*To donate or volunteer, contact the voluntary or charitable organization of your choice through the National Voluntary Agencies Active in Disasters (NVOAD) at [www.nvoad.org](http://www.nvoad.org). For those who wish to help, **cash** donations offer voluntary agencies the most flexibility in obtaining the most-needed resources and pumps*



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*money into the local economy to help businesses recover. The Community Foundation of the Virgin Islands also has the “Fund for the Virgin Islands” at [www.USVIrecovery.org](http://www.USVIrecovery.org).*



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