

How to Appeal a FEMA Decision

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GUAYNABO, Puerto Rico - Registered survivors receive a determination letter from FEMA stating an eligibility decision. Each registration is processed and evaluated on a case-by-case basis, so survivors are encouraged to read their letter very carefully and respond if you do not agree with the determination.

Survivors may have received a letter from FEMA and if they do not agree, the reason for the decision may be something that can be easily fixed, such as providing insurance documents or new contact information.

Applicants can appeal any FEMA decision.

Appeals must be made in writing and sent by mail or fax to FEMA within 60 days of receiving the letter.

Mail appeals to:

FEMA

National Processing Service Center

P.O. Box 10055

Hyattsville, MD 20782-8055

Appeals, pictures and documents can be faxed to 800-827-8112 or uploaded to your FEMA account.

Tips on how to write an effective appeal:

- In the first paragraph, list the applicant's full legal name used on the aid application, along with Social Security number and the FEMA case number. Include a current mailing address, a personal phone number and a back-up phone number where the applicant can be reached.
- Write an explanation of events to support the appeal. Summarize changes in circumstances or needs, additional damage to property discovered after the registration was filed or higher-than-anticipated repair costs.



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- Include copies of receipts for home repairs. Submitting repair estimates, receipts, statements or invoices is recommended.
- Keep a copy of the appeal letter and supporting documentation as a record.

Survivors who still need additional assistance or have question may:

- Call the FEMA Helpline at **1-800-621-3362**, TTY **1-800-462-7585** or visit a local Disaster Recovery Center.
 - Search for locations and hours of operation at <https://asd.fema.gov/inter/locator/home.htm>.

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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.) Multilingual operators are available. (Press **2** for Spanish). TTY call **800 -462-7585**.*

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