

Stay in Touch with FEMA to Help Speed Your Recovery

Release Date: June 27, 2022

FRANKFORT, Ky. – As homeowners and renters recover from the tornadoes, particularly after you have applied for FEMA assistance, your circumstances may have changed.

You may have a new address or phone number. Your insurance claims may have been settled. You may need more help with essential needs but aren't sure where to turn.

These are just some of the reasons it's important to stay in touch with FEMA. FEMA may need to contact you, and missing or wrong information could delay the delivery of assistance.

Survivors of the **Dec. 10-11** tornadoes can contact FEMA to update your applications, get the status of your case or ask questions about the disaster assistance process. You're encouraged to update FEMA with your contact information, including any email changes, as soon as possible and as often as necessary.

FEMA also can refer you to available services like crisis counseling, disaster legal assistance or non-profit programs that offer additional resources for your remaining needs.

Notify FEMA when your insurance claim is settled. FEMA's Individual Assistance program may cover damage that your insurance does not.

Here's how to stay in touch with FEMA:

- Create an [online account](https://disasterassistance.gov) at [DisasterAssistance.gov](https://disasterassistance.gov). If you already have one, you can log in and update your status or upload your documents.



FEMA

Page 1 of 2

- Call the **FEMA Helpline** at **800-621-3362**. If you use a relay service such as video relay service (VRS) or captioned telephone service, give FEMA the number for that service. Helpline operators are available from 7 a.m. to 11 p.m. EDT daily. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.
- You can fax FEMA at **800-827-8112** and provide a copy of your insurance settlement and your appeal letter. You may also submit documents to this address:

FEMA National Processing Service Center

P.O. Box 10055

Hyattsville, MD 20782-8055

When contacting FEMA, keep handy the nine-digit number assigned to you when you applied.

For information on Kentucky's recovery from the tornadoes, visit fema.gov/disaster/4630. Follow FEMA on Twitter at [FEMA Region 4 \(@femaregion4\)](https://twitter.com/FEMARegion4) / [Twitter](https://twitter.com/FEMARegion4) and at facebook.com/fema.

###

FEMA's mission is helping people before, during, and after disasters.



FEMA

Page 2 of 2