

Read Your FEMA Letter Carefully

Release Date: November 17, 2022

ST. CLAIR COUNTY, ILL. – Survivors in St. Clair County who applied for FEMA assistance following the historic flooding in July should receive a letter from FEMA by mail or an email notification. If you received a letter from FEMA that says you're ineligible for assistance, it may not be the final answer. You may just need to provide additional information for FEMA to continue processing your case.

Applicants may need to submit supporting documents to be considered eligible for assistance. Examples of missing documents may include:

- Settlement of insurance claims or denial letter from insurance provider
- Proof of identity
- Proof of occupancy
- Proof of ownership

Appealing FEMA's Decision

If you disagree with FEMA's decision, or the amount of assistance received, you may submit an appeal letter and documents supporting your claim, such as a contractor's estimate for home repairs.

Appeals must be in writing and include the following information:

- Applicant's full name
- Address of the pre-disaster primary residence
- Applicant's current phone number and address
- Disaster number (DR-4676-IL) on all documents
- FEMA application number on all documents
- Date and signature
- Reason for the appeal

Submit your documents and/or your appeal letter within 60 days of receiving your FEMA decision letter. There are several ways to submit documents and appeals:



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

Fax to: 1-800-827-8112

Upload online: www.disasterassistance.gov through your FEMA online account. To set up a FEMA online account, visit www.disasterassistance.gov, click on “Check Your Application and Log In” and then follow the directions.

In person: at Disaster Recovery Centers in St. Clair County:

Caseyville Village Hall

909 South Main Street

Caseyville, IL 62232

Clyde Jordan Senior Citizen Center

6755 State Street

East St. Louis, IL 62203

Recovery Centers are closed on Sundays. Hours for the next two weeks are:

Week of November 14

Monday–Friday, 8 a.m.–6 p.m. and Saturday, 9 a.m.–3 p.m.

Week of November 21 – Holiday Hours

Monday and Tuesday, 8 a.m.–6 p.m.

Wednesday, 8 a.m.–2 p.m.

Thursday, Thanksgiving Day – CLOSED FOR HOLIDAY



FEMA

Friday, day after Thanksgiving CLOSED FOR HOLIDAY

Saturday, 10 a.m. – 2 p.m.

If you have questions about your letter, go online to DisasterAssistance.gov or call 1-800-621-3362. If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA the number for that service. You may also visit any of the Disaster Recovery Centers for help with your application.

For disaster updates from FEMA, follow [@FEMAreion5](https://twitter.com/FEMAreion5) on Twitter, and turn on mobile notifications. Visit the disaster webpage at fema.gov/disaster/4676.

For disaster updates from the Illinois Emergency Management Agency (IEMA), follow @ReadyIllinois on [Twitter](https://twitter.com/ReadyIllinois), [Facebook](https://facebook.com/ReadyIllinois) and [Instagram](https://instagram.com/ReadyIllinois) and turn on mobile notifications. <http://www.illinois.gov/iema/> continues to be a go-to, single source to help Illinois residents easily find information and disaster-related resources.

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 833-285-7448**.

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



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