

You Can Still Talk to FEMA After DRCs Close

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After FEMA Disaster Recovery Centers (DRCs) close, survivors whose properties were affected by Hurricane Fiona can update their FEMA applications, learn about the appeals process or check the status of their claims.

Help is Still Available

- **Though centers are beginning to close, FEMA remains in Puerto Rico and ready to help.** Applicants should get in touch with FEMA if they applied for assistance and haven't heard from us, they are still waiting for a home inspection or they missed a call from a home inspector.

Ways to get in touch with FEMA

- **Going online** at DisasterAssistance.gov
- **Using** [FEMA's mobile app](#)
- **Calling the FEMA Helpline at 1-800-621-3362** to discuss their case with a FEMA representative. Press 1 for English, 2 for Spanish and 3 for all other languages.
 - People who use a relay service such as video relay service (VRS), captioned telephone service or others, provide FEMA the number for that service. Phone lines operate from 7 a.m. to 2 a.m. seven days a week.

If You Don't Agree with a FEMA Decision, you may appeal



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- If you applied for assistance and don't agree with FEMA's decision or have new information relevant to your application, you can generally appeal.
- FEMA sends letters of determination to applicants who provide incomplete information. Maybe you didn't show proof of identity, verification of homeownership, or documentation that you lived in your home before Hurricane Fiona. By submitting this information, FEMA can reconsider your case.

Follow up and update your application

- If Puerto Rico residents reported their home had no disaster-related damage but later discovered that damage occurred, they should contact FEMA to update their application or submit an appeal if they were denied assistance.
- For those who applied for a low-interest disaster loan with the U.S. Small Business Administration (SBA), call the SBA's Disaster Assistance Customer Service Center to update information or check the status of an application at: 800-659-2955; by email to disastercustomerservice@SBA.gov or via the SBA website at sba.gov/disaster.
- Hard of hearing or deaf individuals may call 7-1-1 to access telecommunications relay services.

