

Stay in Touch with FEMA

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San Juan, Puerto Rico — Applying for disaster assistance with FEMA is an ongoing process that begins when you submit your application and requires that you stay in touch. FEMA may need to contact you and a missed call, or an unanswered letter could delay getting help.

Follow up on your application and notify FEMA of changes to your mailing address, phone number, email address and if you receive an insurance settlement or discover additional damage. FEMA may call you to schedule an inspection if you reported damage to your home or may send you a letter if your application has missing or incomplete information.

There are three ways to get answers to your FEMA questions or update your application:

- Online at DisasterAssistance.gov
- By phone at **1-800-621-3362**. 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.
- Downloading [FEMA's mobile app](#).

You can appeal a FEMA decision

After your application has been reviewed, you will receive a letter from FEMA. If your application was deemed ineligible or you were approved for assistance but disagree with the amount, you have the right to appeal.



For example, you may find that the amount awarded is insufficient because your insurance settlement was less than expected, or you discovered additional or hidden damage after the initial inspection. Or perhaps your application was deemed ineligible because of insufficient or missing information. All of these scenarios may be appealed by sending a letter to FEMA with documentation to support your claim.

If you cannot be present during a home inspection, you can arrange for a third-party that is at least 18 years old to act on your behalf to meet a FEMA inspector on-site, by completing a written consent form. This document is a legal agreement that allows that person to provide and receive information from FEMA on your behalf, including updates or follow ups on your disaster assistance case.

Survivors of Hurricane Fiona who were unable to apply for disaster assistance during the 60-day standard registration period may still be considered for disaster assistance by submitting a late application.

To be considered, you must complete a registration and write a letter specifying the circumstances that prevented you from registering for assistance within the regular application period. Circumstances may include illness, hospitalization or disability of the applicant, death of an immediate family member or personal business travel.

The letter should include your name, registration number, disaster number and the last four numbers of your social security number. You should also include documents that support your explanation, such as estimates from contractors or insurance settlements.

