

# FEMA Calls May Come from Unfamiliar Phone Numbers

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**Release Date: October 11, 2024**

After Tennesseans apply for disaster assistance, FEMA may call to schedule an inspection of the damaged home or to obtain more information to process the application. These calls may come from unfamiliar area codes or phone numbers.

It is important to answer the call. A FEMA inspection may be required to determine whether a home is safe, sanitary, functional and accessible. If an inspection cannot be scheduled, that may cause a delay in FEMA's review of the application.

FEMA specialists may call to obtain more information to process an application, or they may contact applicants who started an application and did not complete it. The specialists will already have the applicant's nine-digit FEMA registration number and will not ask you for it.

Here are quick ways to apply for FEMA assistance: Go online to [DisasterAssistance.gov](https://DisasterAssistance.gov) or apply using the [FEMA App](#) for mobile devices. You may also call the **FEMA Helpline at 800-621-3362**. Lines are open from **7 a.m. to midnight EDT** seven days a week, and specialists speak many languages. If you use a relay service such as Video Relay Service, captioned telephone or other service, give FEMA your number for that service.

To view an accessible video on how to apply, visit [Three Ways to Apply for FEMA Disaster Assistance - YouTube](#).

The Tennessee Emergency Management Agency opened two Multi-Agency Resource Centers, or MARCs, where survivors will find many types of assistance. You may also apply at a MARC, where representatives from federal, state and non-profit organizations are available to assist survivors. MARC locations:

- Elizabethton MARC: 1749 HWY 19E, Elizabethton, TN 37643
- Jonesborough MARC: 306 Forest Dr., Jonesborough, TN 37659

