

What to Expect After You Apply for FEMA Assistance

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AUSTIN – If you live in Cameron, Hidalgo, Starr and Willacy counties and were affected by the severe storms and flooding that occurred March 26-28, you may be eligible for FEMA assistance for losses not covered by insurance.

How To Apply for FEMA Assistance

- Visit a Disaster Recovery Center. To find a center close to you, go online to: [DRC Locator](#), or text DRC along with your Zip Code to 43362 (Ex: DRC 78552).
- Apply online at www.DisasterAssistance.gov.
- Download the [FEMA App](#) for mobile devices.
- Call the FEMA helpline at **800-621-3362** between 6 a.m. and 10 p.m. CT. Help is available in most languages. If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA your number for that service.
- To view an accessible video about how to apply visit: [Three Ways to Register for FEMA Disaster Assistance - YouTube](#).

Home Inspections

Within 10 days after applying, a FEMA inspector may contact you to schedule an appointment. To be prepared for the visit, please have the following available:

- Photo identification.
- Proof that you owned or occupied the house at the time of the disaster.
- Receipts for home repairs or replacement of damaged items.
- Pictures of any damage that may now be repaired.

For an accessible video on FEMA home inspections, go to [FEMA Accessible: Home Inspections](#).



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Your Determination Letter

Within 10 days after the inspector's visit, you will receive a letter in the mail or via email explaining your application status and how to respond. This is your determination letter. The letter will explain whether FEMA has approved you for assistance, how much, and how the assistance must be used.

If your letter says you're not approved, it does not mean you're denied. You may need to submit additional information or supporting documentation. The letter will explain how to appeal the decision if you do not agree with it. For an overview of the appeal process, visit [How Do I Appeal the Final Decision? | FEMA.gov](#).

Beware of Fraud

Texas survivors should be aware that con artists and criminals may try to obtain money or steal personal information through fraud or identity theft. In some cases, thieves try to apply for FEMA assistance using names, addresses and Social Security numbers they have stolen from survivors.

- Don't believe anyone who promises a disaster grant in return for payment.
- Don't give your banking information to a person claiming to be a FEMA housing inspector. FEMA inspectors are never authorized to collect your personal financial information.
- If you believe you are the victim of fraud or a scam, report it immediately to your local police or sheriff's department or contact the Office of the Texas Attorney General Consumer Protection Hotline at 800-621-0508.

For more information, visit fema.gov/disaster/4871. Follow FEMA Region 6 on social media at x.com/FEMARegion6 and at facebook.com/FEMARegion6/.

