

# How to Appeal a FEMA Decision on Isaías-Related Damage

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**GUAYNABO, Puerto Rico** – Disaster survivors affected by Tropical Storm Isaías may receive a decision letter from FEMA stating that they are ineligible for assistance. This may not be the final result. If you believe FEMA's decision was incorrect, you can file an appeal with FEMA.

The first step is to read your decision letter carefully to understand why FEMA said the application was “ineligible.” Many times, fixing the problem could be something as simple as providing missing documents or information.

If you wish to appeal the decision, you need to write and sign an appeal letter to FEMA. Your appeal letter should explain why you think FEMA's decision is incorrect.

When submitting an appeal, it is important to include the documentation FEMA requests, including documents that support your appeal claim. Also, if the person writing the appeal letter is not the applicant or a member of the household, you will need to submit a signed statement that the writer is authorized to act on your behalf.

You may only need to submit extra documents for FEMA to process your application. These may include a contractor's estimate, home repair receipts or information from your insurance company.

If FEMA requests proof of occupancy, renters can supply a copy of your utility bills, driver's license or lease. Proof of ownership can be made by providing mortgage or insurance documents, tax receipts or a deed.

Appeals should be submitted within 60 days of the date on your FEMA decision letter. For appeals submitted after 60 days, include your reason for the delay.



**FEMA**

For help with your appeal, call the **FEMA Helpline at 800-621-3362 (FEMA)**. TTY users call **800-462-7585**. Lines are open from 7 a.m. to 11 p.m. daily. If you use a relay service such as a

videophone, InnoCaption or CapTel, be sure to give FEMA the phone number for the relay service. Please note, if you receive a call from FEMA, your Caller ID may not identify the caller as FEMA.

You may also get in-person help with your appeal. Make an appointment to visit the Mayagüez Disaster Recovery Center, which is open 8 a.m. to 6 p.m. Monday-Saturday. The center is located at **Cancha MBA (Cancha Bajo Techo Carmen S Bouchet Marrero), Barrio Sábalos, Sector Nadal, 475 Calle Ramón Emeterio Betances**.

Appeals can also be mailed to:

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

You will receive a decision within 90 days after FEMA receives your appeal.

For more information on Puerto Rico's disaster recovery, visit [www.fema.gov/disaster/4560](http://www.fema.gov/disaster/4560) and Facebook: [www.facebook.com/femapuertorico](https://www.facebook.com/femapuertorico).

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*FEMA's mission is helping people before, during, and after disasters. 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 **800-621-FEMA (3362)** or **711** for Video Relay Service. Multilingual operators are available. (Press **2** for Spanish.) TTY call **800-462-7585**.*

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