

Three Ways to Keep Your Request for FEMA Assistance Moving Forward

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San Juan, Puerto Rico – Puerto Rico survivors of the severe storm, flooding, and landslides that occurred on February 4 – 6 and live in Cataño, Dorado, Toa Baja, Vega Alta, and Vega Baja are eligible to apply for disaster assistance.

Survivors who applied for disaster assistance from the Federal Emergency Management Agency (FEMA) must complete the entire application process to be considered for individual assistance. The following are the top three things that you need to complete in your application for assistance.

1. File your Homeowners/Renters and Flood Insurance Claim

Before FEMA can provide individual assistance, a determination letter is required from any insurance that covers your home.

If you register for FEMA Assistance and do not have a determination letter from your homeowners or flood insurance provider, your application will be put on hold until this information is received. Once you receive this information, it can be uploaded at DisasterAssistance.gov, brought to an open DRC or you can contact the Helpline at 1-800-621-3362 to discuss how to get these documents to FEMA.

2. Complete your SBA Loan Application

After you apply for disaster assistance from FEMA, you may be referred to the U.S. Small Business Administration to complete and submit an application for a low interest loan. This is part of the process of applying for disaster assistance and **does not mean that you have to accept an SBA loan**, if one is offered.

SBA disaster loans are the largest source of federal disaster recovery funds for survivors. In planning your recovery, give yourself the widest possible set of options. Submitting the application makes it possible for homeowners and renters to be considered for additional FEMA grants.



FEMA

Applicants may apply online using SBA's secure website at DisasterLoanAssistance.sba.gov or they may email DisasterCustomerService@SBA.gov for more information on SBA's disaster assistance program.

Applicants may also call SBA's Customer Service Center at 1-800-659-2955. Individuals who are Deaf or Hard of Hearing may call 1-800-877-8339.

3. Answer the phone when FEMA Calls

Whenever FEMA has questions about your application, an application specialist may reach out to you to ensure your application is complete. FEMA employees come from all across the United States, so calls may come from unfamiliar area codes.

Once the caller confirms your identity, they will discuss any part of your application where more information is needed to decide what assistance you may be eligible for.

If you are not comfortable answering this call, please call the FEMA Helpline or visit a Disaster Recovery Center and let them know you received a call about your application, and they will let you know what you need to do to ensure that your application moves forward.

- The FEMA Helpline can be reached at 1-800-621-3362. Press 1 for English, 2 for Spanish and 3 for all other languages. Those who use a relay service such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Phone lines operate from 7 a.m. to 11 p.m. seven days a week.
- To find a DRC nearest you, click on the FEMA DRC link: fema.gov/drc.

For more information about Puerto Rico's recovery from the February floods, visit fema.gov/disaster/4649. Follow us on social media at Facebook.com/FEMAPuertoRico. Follow the FEMA Region 2 Twitter account at www.twitter.com/FEMAreion2.

