

Survivors Who Don't Agree with FEMA Decision Have a Right to Appeal

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All applicants for FEMA recovery assistance have the right to appeal if they disagree with FEMA's determination.

The first step is for the survivor to read their entire FEMA determination letter carefully. This letter will provide information about the types of assistance FEMA has determined they are eligible or ineligible to receive. The letter will also include the amount of assistance FEMA is providing for each eligible need and an explanation of the appeal process. Other key information may include proper use of disaster assistance funds. If the applicant thinks there has been a mistake or disagrees with the amount or type of assistance received, an appeal may be filed.

Every appeal must be in writing and explain why the survivor believes FEMA's decision is incorrect. Applicants should include any documentation that supports the appeal, including proof of disaster losses. Appeal letters must be postmarked within 60 days of the date on the determination letter. The letter and supporting documents may be submitted to FEMA by fax, by mail, uploaded by the applicant to their FEMA Disaster Assistance Center (DAC) online account, or by visiting a Disaster Recovery Center.

If someone other than the applicant or the co-applicant is writing the letter, the applicant must sign the appeal letter and must provide FEMA a signed statement authorizing that the person may act on their behalf.



Applicants can fax appeal documents to 800-827-8112, addressed to the attention FEMA.

Appeals can also be submitted to FEMA made by mail.

FEMA
P.O. Box 10055
Hyattsville, MD 20782-7055

When mailing or faxing appeal documents, be sure to include:

- The applicant's full name;
- The applicant's registration number on every page;
- The FEMA disaster declaration number – DR-4394-SC – on all pages; and
- The applicant's signature and the date.

To submit an appeal via the internet applicants can create a Disaster Assistance Center (DAC) account at www.disasterassistance.gov. Once the account is open, the applicant may update current contact information, upload appeal documents and review letters from FEMA. After uploading the required documents, an appeal packet is automatically created, and submitted for FEMA's review.

To locate a nearby Disaster Recovery Center, survivors can visit www.fema.gov/disaster-recovery-centers, call the Disaster Assistance Helpline at 800-621-3362 or download the FEMA mobile app at www.fema.gov/mobile-app.

For more information on Hurricane Florence and South Carolina recovery, visit the S.C. Emergency Management Division website at scemd.org, on social media (@SCEMD on Twitter, Facebook and Instagram), or FEMA's Hurricane Florence disaster webpage at www.fema.gov/disaster/4394, or Facebook at www.facebook.com/FEMA, and the FEMA Region 4 Twitter account at twitter.com/FEMARegion4.



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