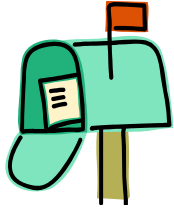




FEMA



I received a letter from FEMA saying I'm not eligible for assistance. What can I do?

What does it say?

- Read the letter carefully. Determine *why* you were found “ineligible.”
- Perhaps you are ineligible because of missing information, such as:
 - Incomplete or missing description of damages
 - If property is insured, lack of an insurance settlement letter
 - No proof of residence
 - No proof of ownership
 - No signature on file
 - No inspection report
 - No phone number to contact applicant
- Other reasons for ineligibility include:
 - Damage and claims covered by insurance
 - Secondary homes not being eligible for grants
 - More than one application from the same address
 - Damage from the disaster did not cause the home to be “unsafe to live in”

What can you do?

- Call the **FEMA Helpline** for advice:
1-800-621-FEMA (3362)
Hearing-Impaired 1-800-462-7585
711/Video Relay Service
1-800-621-3362
- You may visit a disaster recovery center and get help in person if there is one in your area; however, it is NOT necessary to visit a center to get help. You can always use the helpline. To find out where a center is located call the helpline or go online to www.fema.gov/drclocator.
- Gather documents to resolve any issues, such as insurance documents or proof of residency.
- Complete and return the SBA loan application.
- Regardless of the reason you were found ineligible, **you can appeal**. Call the Helpline for directions on how to appeal.