



## *Greenwood County Emergency Services*

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November 24, 2015

### **FEMA Appeal Process for Individual Assistance**

**Greenwood, South Carolina – November 24, 2015** - The storm of 3-5 October greatly impacted the Greenwood County area. The Governor of South Carolina and the President of the United States declared the county a major disaster area and provide for individual as well as public assistance. Since then, the Federal Emergency Management Agency (FEMA) has dispatched employees to the area to assist survivors who were affected. The process was for survivors to apply with FEMA, then meet with FEMA inspectors and receive notification from FEMA of the status of their claim.

Some disaster survivors affected may receive a letter from FEMA saying they are ineligible for disaster assistance.

If that happens, do not be alarmed or discouraged. It may mean that FEMA does not have all the information needed to make a decision regarding an applicant's disaster assistance.

Several reasons exist for why flood survivors receive ineligibility determination letters and yet may be eligible for assistance. For example, the applicant may still need to:

- Return insurance information;
- Provide information to prove occupancy or ownership of the damaged property;
- Fill out all necessary paperwork; or
- Complete and return the U.S. Small Business Administration loan application.

- Applicants with insurance should contact their insurance company and ask for a settlement letter detailing exactly what is covered under their claim.

Applicants who wish to appeal a decision may do so in writing within 60 days from the date on the ineligibility letter.

Flood survivors who need assistance with their appeal can call the FEMA helpline at 800-621-3362. Phone lines are open from 7 a.m. to 10 p.m., seven days a week until further notice.

Disaster survivors who are deaf, hard of hearing or have a speech disability and use a TTY, call 800-462-7585. If survivors use 711 or VRS (Video Relay Service), call 800-621-3362.

For additional information, please visit:

<http://www.fema.gov/news-release/2015/10/15/fema-ineligibility-letters-may-not-be-last-word>

If you have not applied for FEMA assistance, the deadline for applying is Friday December 4, 2015. You can apply by calling 800-621-3362 or visiting [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov)

Survivors should have the following information before registering:

- Date of loss
- Social Security number
- Current mailing address and damaged home address, including Zip Codes
- Telephone numbers
- Names of household members at the time of the disaster
- Insurance information
- Total gross income for the household
- Bank account numbers if they want to have money deposited directly if eligible
- Loss descriptions

  
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