Sept. 22, 2017
DR-4337-FL NR 019
State News Desk: (850) 921-0217
FEMA News Desk: (850) 559-3395

Fact Sheet

Questions about Your Determination Letter

FEMA applicants who have been notified they were ineligible for assistance can have FEMA revisit their cases.

Applicants must read their letters carefully. It should explain any problems that could be corrected. You may need to provide additional information or documents. If a mistake has been made, they should let FEMA know right away by calling the FEMA Helpline at 800-621-3362 (TTY 800-462-7585) or visiting a Disaster Recovery Center.

Everyone has the right to appeal any FEMA decision. Appeals may relate to eligibility, the amount or type of help provided, a late application, a request to return money, or continuing help. If you were determined ineligible due to insurance coverage—but had under insured or uninsured losses—you can appeal the decision by submitting your insurance settlement paperwork.

The appeal must be sent and postmarked within 60 days after you receive the letter.

Explain in writing why you think the decision about the amount or type of assistance is not correct.

When submitting the letter, the applicant needs to include his or her full name, their nine digit FEMA registration number and the 4 digit disaster number.

Sign the letter. It must be notarized and accompany a copy of a state-issued identification card. If you cannot do that, write: “I hereby declare under the penalty of perjury that the foregoing is true and correct.”

Date the appeal letter and include the FEMA application number and the disaster number (DR-4337) and mail or fax it to:

(MORE)

Questions about Your Determination Letter – Page 2

FEMA National Processing Service Center
P. O. Box 10055
Hyattsville, MD 20782-7055
FAX: 800-827-8112; Attention: FEMA

You can also visit any Disaster Recovery Center to submit your appeal. Find the DRC nearest you by visiting the Disaster Recovery Center Locator page.

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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). For TTY call 800-462-7585.

FEMA's temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to SBA to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.