



FEMA

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# News Release

## **Your Right of Appeal for FEMA Disaster Assistance**

**BATON ROUGE, La.** - All applications for federal disaster assistance include the right of appeal. Every applicant can appeal an assistance decision, and sometimes it is not difficult to change a decision from a “no” to a “yes.” For example, by not filing an SBA loan application survivors may be excluding themselves from other forms of FEMA disaster assistance.

Be sure to read your determination letter in its entirety to understand why your application was labeled “ineligible.” If you think there has been a mistake, or if you have any additional questions, be sure to follow up on the decision. The appeal process can ensure that those affected by the flooding and storms will receive all the aid for which they are eligible.

All appeals must be in writing. In your appeal, explain why you think FEMA’s decision about the amount or type of assistance you received is not correct. The appeal should include any documentation which is required or that supports the claim. If the person writing the letter is not you or a member of your household, you must sign a statement which states that the writer is authorized to act for you and your household.

FEMA cannot process your appeal via email, but you can submit it on the FEMA website. If you prefer to go through the appeal process electronically, open a Disaster Assistance Center (DAC) account at [www.disasterassistance.gov](http://www.disasterassistance.gov). Once your account is open, you can update your current contact information, upload your appeal documents, and review letters from FEMA. When you upload the required documents to your DAC account, an appeal packet is automatically created which can then be submitted for review.

You may also file your appeal at any disaster recovery center. You should bring to the center your determination letter, your written appeal and any supporting documents requested in your determination letter. You can locate a disaster recovery center near you by visiting <https://www.fema.gov/disaster-recovery-centers>, by calling the FEMA Helpline at 800-621-3362, or by downloading the FEMA mobile app at <https://www.fema.gov/mobile-app>.

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If you cannot make it to a disaster recovery center or do not have access to the internet, you can still appeal your determination letter by mail. You will need to mail your written appeal and all supporting documents to:

FEMA – Individuals and Households Program  
National Processing Service Center  
P.O. Box 10055  
Hyattsville, MD 20782-7055

You can also fax your appeal packet to 800-827-8112, addressed to the attention of the Individuals and Households Program. When mailing or faxing your appeal packet, be sure to include:

- The applicant's full name
- The applicant's registration number on all pages
- The FEMA disaster declaration number - DR-4277-LA - on all pages, and
- The signature of the applicant and the date.

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Monitor DOTD's [www.511la.org](http://www.511la.org) website for updated road closure information. You can find the latest information on the state's response at [www.emergency.la.gov](http://www.emergency.la.gov). GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service.

You can also download the Louisiana Emergency Preparedness Guide and find other information at [www.getagameplan.org](http://www.getagameplan.org).

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. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling 800-659-2955, emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov), or visiting SBA's website at [SBA.gov/disaster](http://SBA.gov/disaster). Deaf and hard-of-hearing individuals may call 800-877-8339.