



Oct. 20, 2017
DR-4337-FL FS 014
State News Desk: (850) 921-0217
FEMA News Desk: (850) 559-3395

Fact Sheet

Irma Survivors Should Stay in Touch with FEMA

If you registered for disaster assistance following Hurricane Irma, stay in touch with FEMA. Missing or outdated information, such as phone numbers or addresses, can delay help.

The easiest way to update your application, check your status or provide missing information is to create an account at DisasterAssistance.gov to:

- update your current mailing address or phone number;
- receive information on the status of your home inspection;
- find out if FEMA needs more information about your application;
- learn how to appeal an eligibility determination;
- get answers to other questions about your application, or upload personal documents.

Call the Helpline to:

- add or change household members and number of occupants;
- check on the status of your case;
- update;
 - insurance information
 - contact preferences (mail, email, other)
 - payment preference
 - location of where you currently reside
 - correct/verify home and property damage

You can also visit a Disaster Recovery Center (DRC) for face-to-face assistance with a FEMA specialist. To find the nearest DRC, visit www.fema.gov/IrmaFL.

If you don't have internet access or require services not offered on the website call the FEMA Helpline at **(800) 621-3362** (voice, 711 or VRS, TTY **(800) 462-7585**) between 7 a.m. and 11 p.m. ET. To minimize wait times, call during off-peak hours (early morning or late night). Callers should refer to their nine-digit registration number, which is located on all communications received from FEMA and helps us assist you.

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