



Sept. 16, 2017  
DR-4337-FL NR 008  
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# News Release

## What to Expect When You Register for FEMA Disaster Assistance

**TALLAHASSEE, Fla.** – If you live in one of the [disaster-designated Florida counties](#) and experienced property damage or loss directly caused by Hurricane Irma, register with the Federal Emergency Management Agency (FEMA) for disaster assistance – even if you have insurance. This can be an important step to begin the process of recovery.

You may register for assistance the following ways:

- Online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov)
- If you don't have Internet access, you can call 800-621-3362.
  - People who have a speech disability or hearing loss and use TTY should call 800-462-7585.
  - For those who use 711 or Video Relay Service (VRS), call 800-621-3362.
  - These toll-free telephone numbers will operate from 7 a.m. to 11 p.m. (EST) seven days a week until further notice.

FEMA assistance for individuals may include grants for rent, temporary housing and home repairs to their primary residences, as well as funding for other serious disaster-related needs, such as medical, dental or funeral costs. If you have insurance, FEMA may still be able to assist with disaster-related expenses that were underinsured or not covered by your policy.

After you apply, a FEMA inspector will contact you to schedule an inspection. The inspection generally takes 30-40 minutes or less and consists of a general verification of your disaster-related losses and a review of ownership or residence records. *There is no fee for the inspection.*

When a FEMA housing inspector comes to visit your home, be sure they show you proper identification. *All FEMA inspectors have prominent photo identification badges.* If you suspect someone is posing as a FEMA housing inspector, call our toll-free Disaster Fraud Hotline at **866-720-5721**, or call local law enforcement officials.

Once the inspection process is complete, your situation will be reviewed by FEMA. You will receive a letter by email or physical mail, depending on your preference, which outlines the decision about your claim. For more information about the inspection process, and documentation you will need to provide the inspector, visit the [FEMA Individual Assistance Inspection Process](#) page.

Know that you may receive a visit from more than one inspector throughout the recovery process. In addition to FEMA housing inspectors, representatives from the U.S. Small Business Administration, state and local officials and inspectors for private insurance coverage also visit neighborhoods in affected areas.

For more recovery information visit FEMA's Hurricane Irma web page at [www.fema.gov/hurricane-irma](http://www.fema.gov/hurricane-irma).

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*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.*

*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 loan officers to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.*