



North Carolina Department of  
Crime Control & Public Safety

FEMA Joint Information Center  
Raleigh, North Carolina



**FEMA**

# News Release

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FEMA Media Contact: 919-773-8288  
State Media Contact: 919-779-8043

## **HURRICANE IRENE SURVIVORS CAN APPEAL FEMA ELIGIBILITY**

**RALEIGH, N.C.** – Applicants who received a letter informing them they are ineligible for federal disaster assistance following Hurricane Irene may still be able to receive help from the Federal Emergency Management Agency.

Survivors who have questions about their eligibility can call FEMA toll-free at **800-621-3362** from 7 a.m. to 10 p.m. daily. People who have a speech disability or are deaf or hard of hearing can call FEMA toll-free at **(TTY) 800-462-7585**. Contact can also be made through the Internet at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or by mobile devices at [m.fema.gov](http://m.fema.gov).

North Carolina Emergency Management and FEMA encourage survivors to write an appeal if they cannot resolve their eligibility after discussing the issue on the telephone or visiting a recovery center.

Survivors must submit an appeal within 60 days of the date on the determination letter they received. The appeal should include new or missing information, documents and damage repair estimates that support the appeal request.

It is important to date the appeal letter and mail it to the following address:

**FEMA - Appeals Officer  
National Processing Service Center  
P.O. Box 10055  
Hyattsville, MD 20782-7055**

Appeals may also be faxed to: **800-827-8112**.

*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.*

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