

# How to Appeal a FEMA Decision

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HARRISBURG, Pa. -- Some individuals who registered for federal disaster assistance due to Hurricane Irene and/or Tropical Storm Lee may have been denied aid. An appeals process, however, can ensure those affected by the storms will receive all benefits for which they are legally eligible.

“The recovery process doesn’t necessarily end with the initial determination,” said Federal Coordinating Officer Thomas J. McCool. “Sometimes ineligibility may just mean that more information is needed.”

If you believe you should be eligible for assistance or are dissatisfied with the amount you received, you may call FEMA’s Helpline for information on how to file an appeal. Specialists are available from 7 a.m. to 10 p.m. at 1-800-621-3362. Those with a speech disability or hearing loss who use a TTY can call 1-800-462-7585. Instructions for filing an appeal are also in the “Help After a Disaster” guide that FEMA sends to all who register for assistance.

Appeals must be made in writing and sent by mail or fax to FEMA within 60 days of receiving the letter of determination. The appeal letter should include new or missing information, documents and damage repair estimates that support the appeal request. It is also important to include your name, the address of your damaged home, your FEMA registration number and the number of the disaster (for example, DR-4025-PA or DR-4030-PA), which can be found in the letter you received from FEMA.

Mail appeals to:

FEMA-Appeals Officer  
National Processing Service Center  
P.O. Box 10055  
Hyattsville, MD 20782-8055

Appeals can be faxed to: 1-800-827-8112.

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.