



# FEMA

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## News Release

### Understanding Your FEMA Letter

**SOUTH PORTLAND, Maine** – Survivors who applied for assistance from FEMA after the December 17-21 severe storm and flooding will receive a letter from FEMA explaining the status of your application.

Read your letter carefully.

If you are found eligible for assistance, the letter will explain the amount of assistance FEMA provided and information on the appropriate use of disaster assistance funds.

If you are found ineligible, the letter will explain the reason for denial and what may be needed to submit with an appeal.

You may only need to submit additional information or supporting documentation for FEMA to reprocess your application. Examples of missing documentation may include:

- Proof of insurance coverage
- Settlement of insurance claims or denial letter from insurance provider
- Proof of identity
- Proof of occupancy
- Proof of ownership
- Proof that the damaged property was the applicant's primary residence at the time of the disaster.

The FEMA application is a process, and we want to make sure survivors receive all the assistance they are eligible for.

Questions about your letter can be answered by calling the disaster assistance help line at 800-621-3362 or visiting a Disaster Recovery Center. To find a center close to you, go online to: [DRC Locator](#), or text DRC along with your Zip Code to 43362 (Ex: DRC 04074)

Survivors who disagree with the decision of ineligibility, or with the amount or purpose of assistance approved can appeal FEMA's determination. The appeal process is explained in the letter.

For an accessible video on the FEMA eligibility letter go to, [FEMA Accessible: Understanding Your Letter - YouTube](#).

For the latest information on Maine's recovery from the severe storm and flooding from Dec. 17-21, 2023, visit [Maine Flood Resources And Assistance Hub](#) and [fema.gov/disaster/4754](https://fema.gov/disaster/4754). Follow FEMA on X, formerly known as Twitter, at [twitter.com/femaregion1](https://twitter.com/femaregion1) and at [facebook.com/fema](https://facebook.com/fema).

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*FEMA's mission is helping people before, during, and after disasters.*

*All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency, economic status. If you believe your civil rights are being violated, you can call the Civil Rights Resource line at 833-285-7448.*