

Common Reasons for FEMA's Eligibility Decisions and How to Appeal Them

If you receive a letter from FEMA saying you are not currently eligible for assistance, remember that this is not a final decision. Sometimes all we need is more information. While there are some common reasons you may not be eligible for assistance, you can always appeal if you disagree with our determination.

Common Reasons You May Be Currently Ineligible for Assistance

- **We need more information from you** – This could include:
 - proof of insurance coverage
 - a copy of an insurance claim settlement document
 - [proof of identity](#)
 - [proof of occupancy](#)
 - [proof of ownership](#) and/or
 - proof that the damaged property was the applicant's primary residence during the disaster.
- **We couldn't contact you** – We can't help you if we can't contact you to schedule an inspection. Call the FEMA Helpline at 800-621-3362 to update your information and let us know that you still need assistance.
- **Your home is still safe to live in** – FEMA can help return your home to a safe, sanitary and functional residence. But it can't make your home like it was before the disaster. If there isn't enough damage to your home caused by the disaster, or the damage doesn't affect whether you can live in the home, you may not be eligible for assistance. Damage to non-essential areas, landscaping or spoiled food is not covered by FEMA assistance.
 - If you believe your property had more damage than the inspector reported, you can submit a contractor's statement or estimate, a mechanic's statement or estimate, a statement from a local official or receipts for expenses caused by the disaster to explain why a different grant amount may be necessary.
- **You do not wish to move, or you're not required to stay elsewhere while repairs are made** – If you told FEMA that you weren't willing to leave your home while repairs were being made, we won't be able to offer financial assistance to relocate. If your situation changes, contact FEMA to update your application.



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- Renters: If you live in an apartment and the owner requires you to leave so repairs can be made to the apartment or building, **call the FEMA Helpline at 800-621-3362** and update your status. You may be eligible for assistance.

How to Appeal

An appeal is your opportunity to give us more information or explain why you disagree with our determination. To appeal, write us a letter within 60 days of receiving your determination letter. Include any information that we requested. Make sure to include:

- Applicant's full name, current address and the address of the damaged dwelling.
- Applicant's 9-digit FEMA registration number, found at the top of the determination letter (on every page).
- Any relevant documentation that supports your request, such as contractor estimates, rent checks, insurance correspondence, inspection reports, photographs of damage or receipts.
- FEMA disaster declaration number, DR-4757-IL (put it on every page).
- Applicant's signature and the date.

There are four ways to submit your appeal letters and supporting documents:

- **Mail:**

FEMA - Individuals & Households Program National Processing Service Center

P.O. Box 10055

Hyattsville, MD 20782-8055
- **Online:** Visit DisasterAssistance.gov to create an account where you can upload documents, or download the [FEMA mobile app](#).
- **In Person:** You can take your appeal request to a Disaster Recovery Center. Find the Disaster Recovery Center nearest you by visiting www.fema.gov/drc.
- **By Fax:** Fax your appeal letter and supporting documents to (800) 827-8112, Attention: FEMA - Individuals & Households Program

If you have questions about your FEMA letter or the appeal process, call the FEMA helpline at **800-621-3362**. The Helpline is open 7 a.m. to 11 p.m. daily. Multilingual operators are available. If you use video relay service, captioned telephone service or others, give FEMA your number for that service.

The deadline to apply for FEMA assistance is Monday, April 8, 2024. FEMA will continue to accept appeals and assist applicants with questions after the deadline has passed.

For more information about the disaster recovery operation in Michigan, visit www.fema.gov/disaster/4757.

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FEMA does not treat people differently because of race, color, national origin, sex, sexual orientation, religion, age, disability, English proficiency, or economic status. FEMA provides free aids and services to people to help them communicate with us and understand FEMA programs:

- *Information available in Braille, large print, or audio.*
- *Information available in accessible electronic formats on FEMA's website.*
- *Qualified sign language interpreters.*
- *Qualified multilingual interpreters.*
- *Information written in other languages.*

If you need assistance accessing a FEMA program or service or want to report a concern or complaint of discrimination, please contact FEMA at (833) 285-7448 [Press 1 for English, 2 for Spanish, 3 for the Language Line] or email FEMA-CivilRightsOffice@fema.dhs.gov.