

Call Center Registration Intake

FEMA Form 009-0-1T (English)
OMB Control Number: 1660-0002
Expiration Date: 5/31/2014

DisasterAssistance.gov

ACCESS TO DISASTER HELP AND RESOURCES

Version: 5.00.00.00.1106
Server: DAC-TDL12C-CC

Disaster Assistance

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Call Center

- Privacy Act (CTL-F3)
- Cal (CTL-F11)
- Info (F8)
- Help
- Exit (CTL-F12)

"Good morning/afternoon, Disaster Assistance, my name is _____. How may I help you?"

"In what state did your damage occur?"

[SERVICE REP: Please check the following information for persons who have already applied or are inquiring about some other type of assistance.

After asking for the state in which the damage occurred, press F8 or click on the INFO BUTTON on the Tool Bar to determine whether we are still taking applications for the caller's disaster. If we are still taking applications for this disaster, press the NEW BUTTON. If this disaster is CLOSED, click the INFORMATION TAB and follow the instructions.

If the caller needs to finish an incomplete application, then press or click on the INCOMPLETE BUTTON.

If the caller wants to check on the status of his or her application, then transfer the call to the Disaster Information Helpline.

If the caller needs to obtain an address or phone number to another disaster assistance office (e.g., Red Cross or Public Information Officer), then press F8 or click on the INFO BUTTON on the Tool Bar to locate the appropriate information.

If the caller is not in a federally declared disaster area, then refer the caller to his or her County Emergency Management Agency. Also refer the caller to his or her local American Red Cross Chapter. (The caller can find both of these numbers in the telephone directory.)

[SERVICE REP: If the caller wants to know about the TYPES OF ASSISTANCE AVAILABLE, then say:] There are two main programs available.

[SERVICE REP: This script area is to advise you of any new or updated disaster information for a declaration, such as added counties, closing incident periods, etc. The information will be displayed by disaster and the date. You must check this bulletin each day for important updates. Once notified via this bulletin that new information exists, please select F8 or click on the INFO to review the specific data.]

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Call Center

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- Info (FB)
- Help
- Exit (CTL-F12)

If the caller needs to finish an incomplete application, then press or click on the INCOMPLETE BUTTON.

If the caller wants to check on the status of his or her application, then transfer the call to the Disaster Information Helpline.

If the caller needs to obtain an address or phone number to another disaster assistance office (e.g., Red Cross or Public Information Officer), then press FB or click on the INFO BUTTON on the Tool Bar to locate the appropriate information.

If the caller is not in a federally declared disaster area, then refer the caller to his or her County Emergency Management Agency. Also refer the caller to his or her local American Red Cross Chapter. (The caller can find both of these numbers in the telephone directory.)

[SERVICE REP: If the caller wants to know about the TYPES OF ASSISTANCE AVAILABLE, then say:] There are two main programs available.

The Individuals and Households Program (IHP) is a combined FEMA and State program. This program provides money to help people in the area whose property has been damaged or destroyed and whose losses are not covered by insurance. This emergency program is designed to help with critical expenses that cannot be covered in other ways. There are two provisions of assistance available through this program. Housing Assistance may provide applicants who are uninsured or underinsured with money to rent a different place to live and/or to repair damage from the disaster. Other Needs Assistance provides financial assistance for uninsured or underinsured essential personal property and transportation needs to those who cannot afford a loan, as well as uninsured or underinsured medical, dental, and funeral expenses.

The Small Business Administration (SBA) provides low-interest disaster loans for home, personal property, and business losses.

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Disaster Assistance

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Instructions

- Instructions
- Privacy Act
- Isaac Override

Registration Instructions

Application Progress



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The application process will take approximately 18 - 20 minutes.

To complete this interview, you will need: Your Social Security Number, Insurance Type, Gross Household Income, Addresses and Phone Numbers. If you do not have you or your co-applicant's social security number at this time, please call back. The Social Security number is required for Identity Verification purposes.

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Exit Registration

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- * Instructions
- * **Privacy Act**
- * Isaac Override

Privacy Act Statement

Application Progress

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Service Rep:
 Please read the following statement to each Delta Call applicant, as they will not have heard it from the phone recorded message.

"We are required to provide you with the following Privacy Act Statement. .

The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information.

The Stafford Act and other authorities allow FEMA to collect this information to determine eligibility and administer financial assistance as a result of an Emergency or Presidentially declared disaster.

FEMA may share your information outside of FEMA with entities such as with States, tribes, local governments, voluntary organizations, and other organizations in accordance with published routine uses. FEMA shares this information to enable you to receive additional disaster assistance and as necessary to prevent a duplication of benefits and to prevent future disaster losses.

FEMA may record phone calls for internal quality assurance purposes. Furnishing your SSN and other requested information is voluntary, however, failure to produce may delay or prevent you from receiving assistance."

If you knowingly make false statements to obtain disaster aid, it is a violation of federal and State laws.

Service Rep:
 May I have your Social Security Number?

I am a DSAT or IRS employee

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Identification

Personal Identification

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To register for disaster assistance, please provide the following information.

Personal

- Phone Numbers
- Address
- County / Parish / Municipio
- Isaac Override

Title:

First Name:

MI:

Last Name (without suffix - Jr, Sr, III):

SSN: - -

Date of Birth MMDDYYYY: / /

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- * Personal
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- * Address
- * County / Parish / Municipio
- * Isaac Override

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Registrant: MR RICHARD GREER

Registration Id: 15-0350563

Contact Phone Numbers

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Please provide the phone number used in the damaged dwelling whether it is working or not and current/alternate phone number(s) in case we need to contact you regarding your registration for disaster assistance.

Area Code Phone Number

'Damaged Dwelling Phone: () -

My Current Phone is the same as my Damaged Dwelling Phone - If selected, please do not provide Current Phone.

'Current Phone: () -

Ext.:

Note:

Cell Phone: () -

Alternate Phone: () -

Ext.:

Note:

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Registrant: MR RICHARD GREER

Registration Id: 15-0350563

Damaged Dwelling Address

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Please provide the full physical street address where the damage occurred, including the house or building number, the street name and any apartment or lot number.

- Personal
- Phone Numbers
- Address
- County / Parish / Municipio
- Isaac Override

ZIP: ZIP+4:

Street Address:

City:

State:

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Do you own this home or do you rent it?

Is the address above also your mailing address?

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Identification

- Personal
- Phone Numbers
- Address
- **County / Parish / Municipio**

Registrant: MR RICHARD GREER

Registration Id: 15-0350563
State: SC

County/Parish/Municipio **Application Progress**



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Where did the damage occur?

In what county/parish/municipio did the damage occur?

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State: SC

Disaster

Disaster Selection

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* In what disaster did your damage occur?

[Disaster Selection](#)

Call Center

Select	Description of Disaster	Incident Period	Disaster Number	County Declared
<input type="radio"/>	SC HURRICANE TEST	07/18/2013 - 07/20/2013	1472	County is undeclared
<input type="radio"/>	SC TRAINING DEPT TEST DISASTER	08/15/2012 - 08/20/2012	1449	County is declared
<input type="radio"/>	HURRICANE GRETCHEN TEST 11-2-04 BB	10/29/2005 - 11/15/2005	1305	County is declared
<input type="radio"/>	TDL TEST SC TROPICAL STORM ANNIE 1-20-05 BB	01/20/2005 - Present Time	7092	County is declared
<input type="radio"/>	None of the disasters above match the situation			

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Registrant: MR RICHARD GREER

Registration Id: 15-0350563
Disaster Number: 1305 State: SC

Disaster

Damage Type

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* Disaster Selection

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Loss Date: 10/29/2005

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- * Summary (CIH-F5)
- * Referrals (F6)
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* What type of the following damage occurred?

- Flood
- Hurricane/Hail/Rain/Wind Driven Rain
- Power Surge/Lightning
- Seepage
- Sewer Backup
- Tornado/Wind

Service Rep: If the damage type is not available above, please select below **Other damage not listed here.**

Other damage not listed here

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Damage Type

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Loss Date: 10/29/2005

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*What type of the following damage occurred?

- Earthquake
- Fire/Smoke/Soot/Ash
- Ice/Snow

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Losses

- **Losses**
- Dwelling
- Home Insurance
- Expenses
- Emergency Needs

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Registrant: MR RICHARD GREER

Registration Id: 15-0350563
Disaster Number: 1449 State: SC

Disaster Related Losses

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Did you have any of the following losses?

- ' Was your home damaged by the disaster? YES NO UNKNOWN
- ' Was any of your personal property not including vehicles damaged by the disaster? YES NO UNKNOWN
- ' Have you been without your essential utilities for 5 consecutive days or more? YES NO
- ' Were all of the vehicles in your household made undrivable due to the disaster? YES NO
- ' As a result of the disaster, do you have new or additional child care costs OR has your household income been reduced, increasing your financial burden to pay for child care? YES NO
- ' Did you, your co-applicant, or any dependents have help or support doing things like walking, seeing, hearing, or taking care of yourself before the disaster and have you lost that help or support because of the disaster? YES NO

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Losses

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Damaged Dwelling

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Please provide the following information about the damaged dwelling.

Where are you currently living or staying?

What type of home are you registering?

Is this your primary residence, where you live more than six months out of the year?

Are you currently able to get to your home?

- Yes, I am able to get to my home.
- I am unable to return to my home due to a mandatory evacuation.
- I am unable to return to my home because damages to the roads or bridges in the area prevent it.

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Home Insurance

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* Identify the type of insurance policies currently in effect for your home and/or personal property. Check all current policies that apply.

Select	Type of Insurance	Insurance Company Name
<input type="checkbox"/>	Condo or Townhouse Unit Insurance	<input type="text"/>
<input type="checkbox"/>	Condo or Townhouse Unit Insurance with an Earthquake Rider	<input type="text"/>
<input type="checkbox"/>	Contents Only Insurance	<input type="text"/>
<input type="checkbox"/>	Contents Only Insurance with an Earthquake Rider	<input type="text"/>
<input type="checkbox"/>	Earthquake Contents Insurance	<input type="text"/>
<input type="checkbox"/>	Earthquake Structure Insurance	<input type="text"/>
<input type="checkbox"/>	Flood Insurance	<input type="text"/>
<input type="checkbox"/>	Homeowners Insurance	<input type="text"/>
<input type="checkbox"/>	Homeowners Insurance with a Sewer Backup Rider	<input type="text"/>
<input type="checkbox"/>	Homeowners Insurance with an Earthquake Rider	<input type="text"/>
<input type="checkbox"/>	I have no insurance for my home or personal property.	

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Disaster Related Expenses

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Have you incurred uninsured or under-insured expenses as a direct result of the disaster?

- ' Do you have MEDICAL expenses as a result of the disaster? YES NO
- ' Do you have DENTAL expenses as a result of the disaster? YES NO
- ' Do you have FUNERAL expenses as a result of the disaster? YES NO

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Other Insurance

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* You stated that you had medical, dental, or funeral expenses. Do you have any of the following insurances?

Select	Type of Insurance	Company Name	Provide Another Company Name
<input type="checkbox"/>	Dental Insurance	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	Funeral or Burial Insurance	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	Health/Medical Insurance	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	Medicaid/Title XIX Insurance	<input type="text"/>	<input type="checkbox"/>
<input type="checkbox"/>	I do not have any insurance listed above		

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- **Vehicle Damages**
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Disaster Related Vehicle Damage

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Were any of the vehicles covered by comprehensive insurance? YES NO

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Vehicles
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 Please provide me with a list of all vehicles owned by you, your co-applicant or your dependents.
 Service Representative: Click "ADD" to enter vehicle information.

Add

Edit	Year	Make	Model	Damaged	Drivable	Comprehensive Insurance	Liability Insurance	Registered	Delete

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Update Vehicle
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 Service Representative:
 Enter information about each vehicle in the household separately.

* Year	* Make	* Model
<input type="text"/>	<input type="text"/>	<input type="text"/>

* Was this vehicle damaged by the disaster?	<input type="text" value="YES"/>	
* Is this vehicle currently drivable?	<input type="text" value="NO"/>	
* Is this vehicle covered by comprehensive insurance?	<input type="text" value="NO"/>	What is the insurance company name? <input type="text"/>
* Is this vehicle covered by liability insurance?	<input type="text"/>	What is the insurance company name? <input type="text"/>
* Is this vehicle currently registered?	<input type="text"/>	

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Emergency Needs

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Do you have any immediate needs for evacuation expenses such as clothing, medication, gas, etc.?
If yes, please indicate which needs you have below. Please note: **Reimbursement for stored food is not an eligible item.**

- I have a disaster related emergency need for food, medication or gas.
- I have a disaster related emergency need for shelter.
- I have a disaster related emergency need for clothing.

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Special Needs General Categories

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* You stated that you or a household member has a disability that was affected by the disaster. Please choose from the following:

- Mobility:** YES NO
- Cognitive/Developmental Disabilities/Mental Health:** YES NO
- Hearing or Speech:** YES NO
- Vision:** YES NO
- Other:** YES NO

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- **Special Needs Specific**

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Special Needs Specific Categories

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* Based on the general categories of disability you have given, please select from the following list of specific categories related to those disabilities that have been affected by the disaster.

Mobility

- Wheelchair Walker Cane Lift Bath Chair Personal Care Attendant

Cognitive/Developmental Disabilities/Mental Health

- Personal Care Attendant Other (enter text)

Hearing or Speech

- Hearing Aid Sign Language Interpreter TDD/TTY Text messaging and/or other communication device

Vision

- Glasses White Cane Service Animal Braille or other accessible communication device Magnifier

Other

- Other (enter text)

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Based on the general categories of disability you have given, please select from the following list of specific categories related to those disabilities that have been affected by the disaster.

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Registrant: MR RICHARD GREER

Registration Id: 15-0350563
 Disaster Number: 1449 State: SC

Occupants Application Progress

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I need to list the names of all the persons living in your home at the time of the disaster. Including the Social Security Numbers of all your dependent children. If you do not have the dependent's social security number, please call our FEMA Helpline number at 1-800-621-3362 once the information is obtained. Not including the social security numbers of your dependent children will not prevent your application from being processed. However, you should update your application as soon as possible.

[Add](#)

Edit	Last Name	First Name	MI	Relationship	SSN	Age	Delete
	GREER	RICHARD		Registrant	131-31-3131	68	

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Update Occupant

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Help for this page
Service Representative: Enter household occupant information below.

* What is this person's last name?

* What is this person's first name?

What is this person's middle initial?

* What is the relationship you have with this person?

What is this person's Social Security Number? - -

* What is this person's age?

Cancel

Save or Exit

Save

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Financial

Registrant: MR RICHARD GREER

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Business Damages

Application Progress



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* Is the household's primary source of income from self-employment? YES NO

* Do you own or represent a business or rental property that was affected by the disaster? YES NO

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* Business Damages

* Financial Information

Call Center

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Financial

Registrant: MR RICHARD GREER

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Financial Information

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You previously told us that your household's primary source of income is from self employment. Please select from the following EFT option:

* How many dependents do you have?

Income not Available

* What is your family's pre-disaster gross income; this includes you and your dependents?
Service Representative: Please enter whole dollars only, no dollar sign, no commas, and no decimal point.

[Calculator](#)

* If you are found to be eligible for FEMA assistance, would you like FEMA to electronically transfer funds to your bank account?
There is no charge for this service.

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- * Business Damages
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Financial

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Financial Information

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Please provide your household annual gross income, at the time of the disaster, and your choice for electronic funds transfer. Providing us with your pre-disaster annual gross income, reduces the processing time and directs your application to the programs best suited to meet your needs.

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* How many dependents do you have?

Income not Available

* What is your family's pre-disaster gross income; this includes you and your dependents?
Service Representative: Please enter whole dollars only, no dollar sign, no commas, and no decimal point.

Calculator

* If you are found to be eligible for FEMA assistance, would you like FEMA to electronically transfer funds to your bank account?
There is no charge for this service.

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Registrant: MR RICHARD GREER

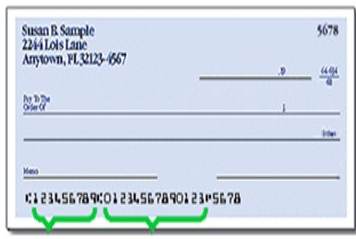
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Electronic Funds Transfer

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Help for this page

You told us previously that you would like to participate in electronic funds transfer. The name on this registration must be the same as on the bank/savings account identified. Do Not provide anyone else's account information. This service is not available for Business Only applicants. Please provide the following information:



Routing Number Account Number

- What is the name of your bank or financial institution?
- What type of account is this?
- What is the 9 digit routing number for this account?
- What is the account number?
- Please repeat the account number.

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Correspondence Preferences

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Correspondence Preferences

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How would you like to receive your correspondence from FEMA?

Do you prefer to receive traditional postal mail or electronic notification? Postal Mail E-Mail

In which language would you like to receive correspondence?

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- Correspondence
- Electronic Correspondence

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Correspondence Preferences

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- Electronic Correspondence**

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Registrant: MR RICHARD GREER

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Electronic Correspondence Summary

Application Progress



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You have elected to receive electronic correspondence from FEMA. You will not receive any FEMA correspondence by traditional postal mail.

To protect your privacy FEMA will post correspondence to your account within the Disaster Assistance Center. When new correspondence is created, you will be alerted by E-mail that the correspondence is ready for you to view from your account. Your account also provides you the ability to track the progress of your assistance.

You will need to create a Disaster Assistance account to access your information. FEMA will send you an E-mail containing the link to create your secure account.

Please provide your E-mail address:

* Email Address:

* Verify E-Mail Address:

If you do not receive an E-mail from FEMA within the next 7 days or to change your correspondence preference, please call the FEMA Helpline at 800-621-3362.

* Service Representative: Does the Applicant wish to remain with E-Correspondence?

- Yes, proceed with Electronic correspondence.
 No, change preference to Postal Mail.

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Program Referrals

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YOUR REGISTRATION IS COMPLETE!

Do not complete another registration. If another registration is completed it will delay your assistance.

Based on the information you have given us you may be eligible for assistance from one or more of the programs listed.

Service Representative:

Please read each program description below.

Program	Description
Individuals & Households Program	<p>Service Representative:</p> <p>You are being referred to FEMA's Individuals and Households Program (IHP) for possible assistance.</p> <p>You will receive a pamphlet titled, "Help After a Disaster, Applicant's Guide to the Individuals and Households Program". Please read it carefully, this pamphlet should answer most of your questions and provide additional information about other programs that may be able to assist in your recovery efforts.</p> <p>A FEMA inspector will contact you within 7-10 days of registration to verify your disaster related damages. It is very important that you or another adult member of the household (18 years or older) be present so the inspection can be performed.</p> <p>You will be asked to sign a statement confirming your citizenship status and may need the following information for the inspector:</p> <ul style="list-style-type: none">• proof that you were occupying the home at the time of the disaster (such as a utility bill)• your home ownership papers or lease agreement if you are a renter and• your insurance policies <p>Service Representative:</p> <p>If applicant applies using the SSN of a dependent child read the following: You must provide copies of the documents(s) that state the child is a United States citizen, non-citizen national, or qualified alien.</p> <p>Within 10 days following your FEMA inspection you will be notified by mail of your eligibility. If you are found eligible a check or electronic funds transfer will arrive separately.</p> <p>You are being referred to FEMA's Individual and Households Program. They may help you with your medical, dental, funeral, or other miscellaneous expenses.</p>
Individuals and Households Program (MDF/other miscellaneous)	<p>You will receive a pamphlet titled "Help After a Disaster, Applicant's Guide to the Individuals and Households Program". This program guide will help you understand the assistance provided by FEMA and the state. Please read it carefully, this pamphlet should answer most of your questions and provide additional information about other programs that may be able to assist in your recovery efforts.</p> <p>Because FEMA assistance is limited to housing assistance for Primary Residences, we are unable to assist with Business or Rental Property. We will send a copy of your application to the low interest loan program administered by the Small Business Administration (SBA).</p>
SBA Business Loan	<p>The SBA will contact you regarding additional assistance for which you may be eligible. They may ask you to complete a Business Disaster Loan Application. Please complete it and return it to them as soon as possible so that they can start working on your case. FEMA recommends businesses located within the 100-year floodplain to contact their local permitting officials to secure a permit prior to construction or repair. The local permitting office can give the details on the process.</p>

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Agency Referrals

- Tax Assistance
- Small Business Administration (SBA)

Add

Remove

Available Agencies

- Aging Services
- US Department of Agriculture Farm Service Agency

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Script

Since you have damaged or lost property in a location declared by the President as a major disaster area, you may be able to get some money back from the IRS. For more information, order their Publication Number 2194 (for Individuals or 2194B for Businesses) 'Disaster Loss Kit' by calling 1-800-829-3676.

Other Tax Assistance: County tax assessors may provide information and assistance on possible property tax relief.

Office Information

Organization

There is no Office information available

Office

County

Hours

Addresses

Current Address

Mailing Address

Phones

Main

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Close Interview

If you have a pen and paper available I would like to give you your registration ID number, it is # 15-0350563. Please have this number and your Social Security Number available whenever you call or write.

You will receive a packet containing a copy of your application and information regarding other disaster assistance providers. Please keep this for your records. WE ENCOURAGE YOU TO WAIT UNTIL YOU HAVE RECEIVED YOUR PACKET BEFORE CONTACTING US. THIS WILL GIVE YOU AN OPPORTUNITY TO REVIEW YOUR INFORMATION TO SEE IF A CALL IS NECESSARY.

If you need to update your record please call 1-800-621-3362.

For your records my name is _____ and my personal identification number is ID # _____.

Do you have any questions at this time?

[SERVICE REP:] Our interview is now complete. Please hold a moment while my computer system reviews your application information.

[SERVICE REP:] To continue choose the Save button.

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Save