

From the *Read This First* tab:

Hello, my name is \_\_\_\_\_ and I am an inspector with FEMA, my inspector number is \_\_\_\_\_ and I am trying to reach (**applicant name**). I'm calling regarding the application for assistance you submitted to FEMA.

Due to the current conditions surrounding COVID-19 and to ensure public safety, we will need to perform your assessment by phone/video (**optional by customer**), and we will be discussing disaster caused damages to your dwelling, personal property, and other needs.

This interview may take 15 to 30 minutes to complete. Do you have time for this call now? (**If not, provide the applicant with your contact number and acceptable times to reach you in the next 7 days**).

Before I continue, I must tell you this call may be monitored for quality assurance purposes. 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. The information I collect may be shared with Federal, State and Local service providers to help find additional assistance for your household's disaster recovery needs. A FEMA quality control inspector may contact you to discuss your damage and may view the exterior of your home. You are not required to complete this inspection. However, if you do not complete your inspection, you may not be eligible for assistance with your home repairs. The information that you give must be true and correct. Intentionally making false statements or concealing any information to obtain disaster aid is a violation of federal and state laws.

Do you understand this statement?

(**Applicants who do not understand or answer no, return the inspection as Withdrawn**)

Because of the Privacy Act, I need to ask you a question in order to verify that I am speaking to the right person. Can you please provide me with the last four digits of your 9-digit FEMA assistance application number ... also known as the registration number?

(**If not verified, ask the applicant to call FEMA's Helpline at 1-800-621-3362 (FEMA) to obtain their Registration ID, and once obtained, to call or text you for the interview to be conducted**).

Thank you for confirming and to validate that I am representing FEMA and authorized to conduct this interview, I will provide you with the first four digits of your 9-digit registration number (provide the first 4 digits of their Registration number).

Once verified, proceed to the *Questions* tab