

Call Center Staging: All Needs Registration with content

DisasterAssistance.gov

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Introduction

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

"Which disaster do you need help with, and where did your damage happen?"

Agent Instruction:

Check [Disaster Info](#) to find out if FEMA is still taking applications for the caller's disaster.

- If we are, and the caller has not already started an application, click **New Application** to start one.
- If the application period has ended, follow the instructions in [Disaster Info](#).

Follow the prompts below if the caller fits any of these other situations:

- If the caller needs to finish an incomplete application - click [Incomplete Application](#) to search for and finish their application.
- If the caller wants to check the status of their application - transfer the call to Helpline.
- If the caller is **not in a federally declared disaster area** - refer them to their County Emergency Management Agency or their local American Red Cross Chapter.

Business or Unemployment ONLY:

Business Losses

If the caller has **business needs ONLY** — like business property damage or economic losses caused by the disaster — refer them to the Small Business Administration (lending.sba.gov). SBA offers low interest disaster loans for home, personal property (including for renters), and business losses.

NOTE: If the caller is **self-employed** and says they lost essential tools in or around their home, you can process that as a personal property loss.

Unemployment Assistance

If the caller needs help for **unemployment ONLY**, refer them to [CareerOneStop.org](https://www.careeronestop.org). They offer an **Unemployment Benefits Finder** that can help the caller find their state or territory program.

Individuals and Households Program Information:

If the caller wants to know about available programs, say this:

"The Individuals and Households Program (IHP) may provide money to help you recover from losses under a Presidentially declared disaster. That includes things like damage to your home, car, and other personal items.

This program may also be able to help with other necessary expenses and serious needs caused by the disaster. FEMA assistance can't replace your insurance, but it may be able to help you start your road to recovery.

We have two types of assistance available:

- **Housing Assistance** - This can help with temporary housing. It is for both owners, who need to repair or replace their primary homes, and for renters.
- **Other Needs Assistance** - This can help with some immediate needs when you can't live in your home. It may cover certain losses and expenses caused by the disaster. Things like personal property and vehicle losses; medical, dental, child care, moving and storage, and funeral expenses."

[New Application](#)

Introduction

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Intro and Identification —

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Privacy Act Statement and Declaration of Eligibility

Did you hear the Privacy Act statement while you were waiting? If not, I'll read it to you now, or just tell me if I need to read it to you again.

FEMA is required by law to give you a copy of the Privacy Act Statement.

The Privacy Act of 1974 protects your rights as to how FEMA uses and shares your information with entities such as states, tribes, local governments, and other organizations. The Stafford Act and other laws allow FEMA to collect information to determine eligibility and provide assistance after a Presidentially declared disaster.

If you get FEMA assistance and your insurance or other sources cover the same loss, you may be required to return some or all of the FEMA assistance you received.

To qualify for assistance, you must declare that you or someone in your household is a citizen, non-citizen national, or a qualified alien of the United States. If you provide false information or lie in an attempt to get assistance, it violates federal and state laws, which carry criminal or civil penalties or both.

You authorize FEMA and the state, tribe, or local government to verify all of the information you provide and request documentation from your insurance company, or other third parties, to determine your eligibility for assistance.

The disclosure of information, including the Social Security number, on this form is voluntary; but failure to provide the information we request may delay or stop you from getting disaster assistance.

Do you confirm that you heard and accept the Privacy Act statement?

Do you confirm that someone in your household is a citizen, non-citizen national, or qualified non-citizen of the United States?

If the caller confirms, you may continue. If they **do not**, delete the application.

☐ I am a DSAT or IRS employee.

Next

DisasterAssistance.gov

Exit Application

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You'll need the following to complete your application.

Social Security Number (SSN)

Use yours OR the SSN of a qualified minor child.

Annual Household Income

Include your household's pre-disaster income before you deduct anything.

Contact Information

Include your phone number; home address at the time of the disaster; and current mailing and email addresses.

Insurance Information

Include the type(s) of coverage and insurance company name(s).

Bank Account Information

Include the name of your bank or financial company and your routing and account numbers.

Paperwork Burden Disclosure

Paperwork Burden Disclosure Notice (FEMA Form 009-0-1)

The public reporting burden for this data collection is estimated to average 14 minutes per response.

Not in use yet/Income question planned removal

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- **Contact Information**
Include your phone number; home address at the time of the disaster; and current mailing and email addresses.
- **Insurance Information**
Include the type(s) of coverage and insurance company name(s).
- **Bank Account Information**
Include the name of your bank or financial company and your routing and account numbers.

May I have your Social Security number?

To apply, the person whose Social Security number (SSN) we enter must be a U.S. citizen, non-citizen national, or qualified alien. If you don't have an SSN, you can apply using the SSN of a qualified minor child who lives in your household.

If you apply using a minor child, you must add a parent or guardian as the co-applicant.

Do you need to apply for someone else?

Sometimes a person affected by a disaster isn't able to apply for themselves. In these cases, FEMA allows someone else to apply for them, as long as they can give us all of the information we need.

If you will be helping someone else through the process, that person must give FEMA a signed Release-of-Information form that allows you to access to their file.

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May I have your Social Security number? *

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Personal Information

Let's get your personal details now.

To qualify for FEMA Assistance, the person named here as the applicant must be a U.S. citizen, non-citizen national, or qualified alien. If you need to apply under a qualified minor child who lives in your household, you must enter the child's information as the applicant.

Funeral Only: Does the caller only have funeral expenses? If so, you must ask for the name and Social Security number of the person handling those expenses for the person who died.

First Name *

MI (Optional)

Enter the last name, followed by a suffix, if needed. Examples: JONES JR, JONES SR, JONES III, etc.

Last Name *

Social Security Number *

Example: 123-45-6789

Date of Birth *

Example: mm/dd/yyyy

Email Address

Confirm Email Address

Ask the caller if they already have a Login.gov account. If they do, tell them they can use the same email address to create a FEMA account.

Personal Information

Let's get your personal details now.

To qualify for FEMA Assistance, the person named here as the applicant must be a U.S. citizen, non-citizen national, or qualified alien. If you need to apply under a qualified minor child who lives in your household, you must enter the child's information as the applicant

Funeral Only: Does the caller only have funeral expenses? If so, you must ask for the name and Social Security number of the person handling those expenses for the person who died.

[FORM FIELDS]

[EMAIL ADDRESS]

Ask the caller if they already have a Login.gov account. If they do, tell them they can use the same email address to create a FEMA account.

Co-Applicant

This person must live in your home. They will have full access to ask for or update information on the application when they call the FEMA Helpline. They **will not** be able to access the online account.

Note: You must list a parent or guardian as the co-applicant when you apply under a qualified minor child.

Do you want to add a co-applicant? *

☒ Yes ☐ No

First Name *

MI (Optional)

Last Name *

Social Security Number

Example: 123-45-6789

Date of Birth *

Example: mm/dd/yyyy



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Co-Applicant

This person must live in your home. They will have full access to ask for or update information on the application when they call the FEMA Helpline. They **will not** be able to access the online account.

Note: You must list a parent or guardian as the co-applicant when you apply under a qualified minor child.

Do you want to add a co-applicant? *

Yes/No

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Address of Loss

Enter the full physical street address of the home.

Include the house or building number, the street name, and any unit number. **Do not abbreviate street names or enter a P.O. Box.**

ZIP *

Field can't be blank.

ZIP+4 (Optional)

Street Address * [Address Help](#)

City *

RICHMOND

State/Territory *

VIRGINIA

To prove you're the legal owner of the home, one of the following must be true for you:

- You are named on the deed.
- You maintain the home, pay no rent, and pay taxes (if applicable).
- You have lifetime occupancy rights, but do not hold the legal title to the home.

Select Rent if none of the above are true for you, even if you pay no rent.

Do you own or rent this home? *

☐ Rent
 ☐ Own

In most cases you can only submit one application per household or address. But there may be cases when we will accept more than one. Anyone living at the address who handles all of their own personal finances may submit their own application.

Examples: A boarder who pays rent for space in the home or roommates who are all named on the lease.

Address of Loss

Enter the full physical street address of the home.

Include the house or building number, the street name, and any unit number. Do not abbreviate street names or enter a P.O. Box.

Do you own or rent this home? *

Rent/Own

In most cases you can only submit one application per household or address. But there may be cases when we will accept more than one. Anyone living at the address who handles all of their own personal finances may submit their own application.

Examples: A boarder who pays rent for space in the home or roommates who are all named on the lease.

What type of home was damaged? *

Dropdown Selections

Do you own or rent this home? * ⓘ ☐ Rent ☒ Own	Do you own or rent this home? * ⓘ ☒ Rent ☐ Own
What type of home was damaged? * - SELECT - - SELECT - - BOAT - CONDO - HOUSE - SINGLE, DUPLEX - MOBILE HOME - OTHER - TOWNHOUSE - TRAVEL TRAILER	What type of home was damaged? * - SELECT - - SELECT - - APARTMENT - ASSISTED LIVING FACILITY - BOAT - COLLEGE DORMITORY - CONDO - CORRECTIONAL FACILITY - HOUSE - SINGLE, DUPLEX - MILITARY HOUSING - MOBILE HOME - OTHER - TOWNHOUSE - TRAVEL TRAILER

Address Help

Address Tips

Home Address

The inspection teams use your address to find your property. Enter the address exactly as it appears on a utility bill. Do NOT enter a P.O. Box.

If you don't have a utility bill:

- Enter the street address, city, state, and ZIP Code.
- Do NOT shorten words.
Example: Enter "23 BLACK MOUNTAIN RD" instead of "23 BLK MTN RD."
- You can use RURAL ROUTE, RURAL ROAD, FARM ROAD, FM, etc.

The field takes up to 60 characters. If you must shorten words because you reach the character limit, use the following:

- APT for Apartment
- BLDG for Building
- STE for Suite
- RR for Rural Route

Current Mailing Address

- If your current mailing address is not the same as the home address, enter the address where you get your mail now.
- The mailing address does not have to be where you're living.
- You may enter a P.O. Box or general delivery address.
- If possible, enter an address where you will get mail for at least 60 days.

American Samoa (AS):

Use the following format for your address:

- Example: Village Name, Family Name, Pago Pago, AS 96799

Puerto Rico (PR)

Use the following format for your address:

- Example: Carr, KM (kilometro), HM (hectometro), Barrio, and Sector.

U.S. Virgin Islands (VI)

Do not use lot numbers.

Commonwealth of Northern Mariana Islands (CNMI)

For your address - If you don't have a house number, describe the home in the Street Address field.

- Examples: "Red house on Papago Drive" or "4th house on the left, Koa Lane."

If you want to apply for medical, dental, funeral, or vehicle only: Enter only the name of the street where the injury, death, or damage occurred.

Mailing Address

The mailing address does not need to be where you're living now.

- It can be a P.O. Box or general delivery address.
- If possible, it should be an address where you can get mail for at least 60 days.

For your current mailing address - If you have a private mailbox (PMB), include both the P.O. Box and the PMB in the address line.

- Example: P.O. Box 10001 PMB 27

Cancel

Mailing Address

Is this the same as your home address? *

(If you get your mail at a P.O. Box, select **No**.)

☐ Yes ☒ No

Enter the full physical street address or P.O. Box where caller can get their mail.

Include the house or building number, the street name, and any unit number. **Do not abbreviate street names.**

In Care Of (Optional)

ZIP *

ZIP+4

Street Address *

[Address Help](#)

City *

State/Territory *

County or Place *

[Back](#)

[Next](#)

Address Check

Check the address where you said the damage occurred.

This address could not be corrected or it has been modified. Please review your address or select the address you want to use.

You entered:

[Edit](#)

☐ 111 POWATAN
RICHMOND, VA
23173

Suggested:

☒ 111 POWHATAN ST
RICHMOND, VA
23220-6615

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Review Application

Which disaster affected you?*

Showing disasters for Virginia

If you have losses in more than one recent disaster, you must complete a new application for each disaster.

☐ **SOAR CALL CENTER (4811)**
Aug 29, 2024 - Aug 30, 2024
Hurricane

☒ **VA 2022 (1636)**
Dec 6, 2022 - Present Time
Hurricane

☐ **VA SEVERE STORM (4549)**
Sep 7, 2022 - Present Time
Severe Storm(s)

☐ **VIRGINIA SEVERE STORM TEST 8-08-05 TC (7126)**
Jul 1, 2005 - Jul 1, 2005
Severe Storm(s)

☐ **I don't see the disaster on the list.**

If the disaster is not on the list - tell the caller it may not be declared for Individual Assistance and that they will need to check back later to find out if it gets declared.

They will not be able to start an application right now.

If you can't find the disaster, use Back to confirm or correct the address, county, or place.

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Message if application period is closed:

The application period for this disaster has closed.

You can complete an application now, but we may not be able to process it. FEMA needs information to prove why you could not apply before the deadline.

If you can't provide proof during this call, we will send you a letter. The letter will say you are not eligible for the Individuals and Household program. But it will also tell you what you must send to FEMA for us to process your application.

Do you want to apply anyway?

If the caller provides a reason for the late application, **enter a Comment** with their proof statement.

To continue the application — click **Next**.

To review or make changes to entries — click **Back**.

To delete the application — click **Delete Application**. Nothing will be saved.

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Delete Application

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Review Application

Select Your Area

Did your damage happen in one of the places below? *

☐ Harrisonburg

☒ Winchester

☐ None of the above.

What county, parish, or municipality did your damage happen in? *

FREDERICK

[Read More](#)

Select the county, parish, or municipality where your damage or loss occurred.

This may be your home address, where your vehicle was damaged, where you sustained an injury from the disaster, or where your loved one passed away from the disaster. To get assistance, your damaged property or where the loss occurred must be in a [declared disaster area](#).

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Next

Select Your Area

Did your damage happen in one of the places below? *

[FIELDS]

None of the above.

What county, parish, or municipality did your damage happen in? *

Read More

Select the county, parish, or municipality where your damage or loss occurred.

This may be your home address, where your vehicle was damaged, where you sustained an injury from the disaster, or where your loved one passed away from the disaster. To get assistance, your damaged property or where the loss occurred must be in a [declared disaster area](#).

Type of Damage is dependent on the disaster.

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Review Application

Type of Damage

What caused your losses? * [Type of Damage](#)
[Read More](#)

Select what caused your damage. FEMA uses this information to better understand the extent of damage in a community and any damage that needs to be reviewed by your insurance company first.

I'm going to read a list to you. Let me know which damage types apply to you. You can choose **all** that apply.

You don't need to have *everything* listed in any one choice. If even part of one choice fits your case, you can still choose it.

☐ Power Surge, Lightning
[Read More](#)
Damage from power surges or lightning strikes, like fires.

A power surge is a sudden rush of electricity that can damage anything plugged into an outlet. It can happen inside or outside your home.

☐ Sewer Backup

☒ Hurricane, Hail, Rain, Wind-driven Rain
[Read More](#)
Damage from storm-related hail, rain, or wind.

This includes rain blowing through doors, windows, or roofing, and hail hitting your home or property.

☐ Other damage not listed here.
[Read More](#)
Select this type *ONLY* if damage was caused by another type of disaster that is *NOT* listed or described on this screen.

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[Options]

Other damage not listed here.

Read More

Select this type ONLY if damage was caused by another type of disaster that is NOT listed or described on this screen.

☐ Flood
 [Read More](#)

Damage from rising water covering normally dry areas.

This can be water that entered your home or personal property from rivers, lakes, oceans, or heavy rain. This also includes mudslides and landslides.

☐ Hurricane, Hail, Rain, Wind-driven Rain
 [Read More](#)

Damage from storm-related hail, rain, or wind.

This includes rain blowing through doors, windows, or roofing, and hail hitting your home or property.

☐ Power Surge, Lightning
 [Read More](#)

Damage from power surges or lightning strikes, like fires.

A power surge is a sudden rush of electricity that can damage anything plugged into an outlet. It can happen inside or outside your home.

☐ Seepage ⓘ
 [Read More](#)

Damage from water-soaked ground, usually in basements.

Seepage happens when water slowly leaks into a building through small cracks or holes in the foundation not from rising water. This can even occur in concrete block foundations.

☐ Sewer Backup

☐ Earthquake
 [Read More](#)

Damage caused by strong shaking of the ground.

Earthquakes can also include aftershocks (smaller quakes after the main one) and volcanic eruptions.

☐ Fire, Lava Flow, Ash

☐ Ice, Snow

☐ Tornado, Wind



The disaster declaration doesn't include your type of damage right now.

We suggest you contact your county or local emergency management agency to report your damage.

You should still apply now. The declaration could change later to add your damage type. If it does, we will process your application right away.

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Flood

[Read More](#)

Damage from rising water covering normally dry areas.

This can be water that entered your home or personal property from rivers, lakes, oceans, or heavy rain. This also includes mudslides and landslides.

Hurricane, Hail, Rain, Wind-driven Rain

[Read More](#)

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Seepage

Read More

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Sewer Backup

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Read More

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Fire, Lava Flow, Ash

Ice, Snow

Tornado, Wind

Type of Damage

Type of Damage

Damage Type

Select all damage types that apply. You can have more than one. If you have damage to your home and car by both flood and wind - select both **Flood** and **Tornado, Wind** from the list.

Earthquake

Damage caused by severe ground shaking from shifts within the earth's crust.

- Earthquake events also include aftershocks and volcanic eruptions.

Fire, Lava Flow, Ash

Damage caused by fire, explosion, smoke, soot, ash, lava or other hazard from a volcanic eruption. If a flood caused a fire — like floodwater caused an electrical fire that destroyed your home — select both **Fire** and **Flood**.

Flood

Damaged caused by flood water. This would be a temporary covering — partial or complete — of normally dry areas caused by an outside water source. The water may come from the overflow of inland or tidal waters, or from the rapid buildup of rainwater on or in the ground.

- Flood events can include mudslides, mudflows, and landslides (caused by rising water or soaked ground). They can also include ocean waves that strike and damage your property.

Hurricane, Hail, Rain, Wind-driven Rain

Damage caused by rain or wind-driven rain. This includes damage from rain blowing in or around doors or windows and under roofing. This also includes damage from hail that may break or destroy windows and property.

Ice, Snow

Damage caused by ice or snow or the buildup of it. This includes damage to your home or personal property from broken tree limbs caused by the weight of ice or snow.

Other

Select this type ONLY if another type of disaster event caused your damage and is NOT listed or described in this help text.

Power Surge, Lightning

Damage caused by a power surge or lightning strike. This can happen when a quick burst of very high voltage rushes through an electrical circuit into your home. A lightning strike or problem on a power grid can sometimes cause this.

- A power surge event may damage computers and any other plugged-in equipment and devices, even if they are off.

Seepage

Damage caused by water under the ground. Water leaks inside slowly through holes, cracks, or pores in surfaces.

- Seepage events happen when water-soaked ground is in contact with materials that have holes or can take in water. This includes concrete blocks often used in foundations and basements.

Sewer Backup

Damage caused by an overflow of water and debris from within a plumbing system.

Tornado, Wind

Damage caused by a tornado, hurricane, or straight-line winds. Straight-line winds come from thunderstorms, but don't have rotation like a tornado. Flying debris could cause some damage.

Cancel

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You selected VA SEVERE STORM

Disaster Date(s): 09/07/2022 - Present Time

If this is not the right one, [pick another disaster.](#)

Please confirm the date your losses occurred. *

Just give me the date as close as you can.



☐ **Confirm this date. ***

We need to check if this date is on the disaster declaration.

*We can't process your application unless your loss date is on the declaration. If your losses happened on a different date than the disaster date(s), **you should still apply now.** If your date is added later, we will process your application right away.*

We also suggest you contact your local emergency management agency to report your damage.

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You selected VA SEVERE STORM

Disaster Date(s): 09/07/2022 - Present Time

If this is not the right one, [pick another disaster.](#)

Please confirm the date your losses occurred. *

[Just give me the date as close as you can.](#)

Confirm this date. *

[We need to check if this date is on the disaster declaration.](#)

*We can't process your application unless your loss date is on the declaration. If your losses happened on a different date than the disaster date(s), **you should still apply now.** If your date is added later, we will process your application right away.*

We also suggest you contact your local emergency management agency to report your damage.

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Losses +

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Select Your Disaster-related Needs*

Check **all** that apply.

The caller does not need to have everything listed in any one option. If even one part of an option fits their case, you can still select it.

***Note:** You don't need to have everything listed in each option. If even part of one choice fits your situation, choose it. If you do not check an option but later have that need, call FEMA or visit a [Disaster Recovery Center](#) to update your application.



Property Damage

☐ Home damage

[Read More](#)

FEMA may help if your home was damaged by the disaster regardless of whether you rent or own your home.

This may include temporary housing or repair costs that your insurance does not cover. Only your primary home is eligible, which you live in most of the year. FEMA may ask for a copy of your receipts or estimates for home repair costs.

FEMA Assistance is limited. The amount of money FEMA may give is based on your confirmed damage. In 2024, eligible households received an average of \$6,800 in Home Repair Assistance.

☐ Vehicle damage

[Read More](#)

FEMA may help if your vehicle or vehicles were damaged by the disaster and not covered by insurance.

Vehicles, like your car, truck, motorcycle, or van, must be equipped and licensed for use on public roads. They must also comply with state registration and insurance requirements. FEMA may ask for a copy of your mechanic receipts or estimates for your damaged vehicle.

FEMA Assistance is limited. The amount of money FEMA may give is based on the amount set by your state. In 2024, eligible households received an average of \$3,120 in Transportation Assistance.

☐ Personal Property damage

[Read More](#)

FEMA may help with household items that are damaged by the disaster and not covered by insurance. This includes things like appliances, clothing, furniture, computers, items needed for work or school, and accessibility items.

FEMA may ask for a copy of your receipts or estimates for property costs.

FEMA Assistance is limited. The amount of money FEMA may give is based on your confirmed damage. In 2024, eligible households received an average of \$1,970 in Personal Property Assistance.

Select Your Disaster-related Needs *

Check **all** that apply.

The caller does not need to have everything listed in any one option. If even one part of an option fits their case, you can still select it.

***Note:** You don't need to have everything listed in each option. If even part of one choice fits your situation, choose it. If you do not check an option but later have that need, call FEMA or visit a Disaster Recovery Center to update your application

Property Damage

Home damage

[Read More](#)

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This may include temporary housing or repair costs that your insurance does not cover. Only your primary home is eligible, which you live in most of the year. FEMA may ask for a copy of your receipts or estimates for home repair costs.

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Vehicle damage

[Read More](#)

FEMA may help if your vehicle or vehicles were damaged by the disaster and not covered by insurance.

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Personal Property damage

[Read More](#)

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Emergency Needs

☐ Food, clothing, shelter, gas, medication, or medical equipment

[Read More](#)

FEMA may help with emergency expenses caused by the disaster. This includes things like food, water, baby formula, breast feeding equipment, personal hygiene, gas for your car, and other emergency needs.

☐ Access to your home

[Read More](#)

FEMA can help with emergency expenses and short-term living arrangements when you are temporarily unable to access your home.

Access problems stop you from entering or leaving your home safely. This can be when your entryway is blocked or there is damage to accessibility items, like a ramp. This can also be when unsafe roads or bridges make it hard to access your home or neighborhood. Like if an ambulance can't get to your home.

In cases where there are unsafe roads or bridges, or damage to accessibility items, FEMA may be able to provide money to repair them.

☐ Loss of Utilities

[Read More](#)

FEMA may help with emergency expenses if you lost power, gas, water, sewer, or other essential utilities.



Note: FEMA assistance is limited. FEMA may only provide Serious Needs Assistance if you have damage to your home, your home is inaccessible, or you have an extended utility outage. Eligible households will receive a one-time payment of \$770 for Serious Needs Assistance.

Emergency Needs

Food, clothing, shelter, gas, medication, or medical equipment

[Read More](#)

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☐ Home safety item costs

[Read More](#)

FEMA may help to pay for home safety items you needed to buy or rent because of the disaster. Items to help you access your home or make it safe to live in. This may include a dehumidifier, chainsaw, smoke detector, or similar items.

FEMA may ask to see a copy of your receipts or equipment rental agreement.

FEMA Assistance is limited. The amount of money that FEMA may give is based on the amount set by your state. In 2024, eligible households received an average of \$360 in Miscellaneous Assistance.

Note: You don't have to file your insurance claim before you apply with FEMA, but we can't provide money for losses already covered by insurance. So if you have insurance that may cover some or all of your losses, file a claim as soon as possible. If you are underinsured (your insurance does not meet all of your needs), FEMA may be able to provide financial assistance.

FEMA doesn't directly pay deductibles, but your FEMA award may be able to cover some or all of it.

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Other Expenses

Funeral or reburial expenses

[Read More](#)

FEMA may help with funeral expenses, like burial, cremation, and funeral services, that are not covered by insurance. FEMA can't help with funeral or reburial costs for pets.

FEMA may ask for a copy of your receipts or estimates for funeral costs.

FEMA Assistance is limited. The amount of money that FEMA may give is based on the amount set by your state. In 2024, eligible households received an average of \$5,100 in Funeral Assistance.

Lodging expenses

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FEMA may help with lodging expenses (room and taxes) that are not covered by insurance. You must not have been able to stay in your home due to the disaster.

FEMA may ask for a copy of your lodging receipts.

FEMA Assistance is limited. The amount of money that FEMA may give is based on your needs. In 2024, eligible households received an average of \$800 for lodging expenses.

Medical or dental expenses

[Read More](#)

FEMA may help with medical and dental expenses caused by the disaster that are not covered by insurance. This may include replacing prescribed medication; personal medical or dental equipment; out-of-pocket costs for an injury or loss caused by the disaster; and costs for the loss or injury of a service animal.

FEMA may ask to see a copy of your receipts or estimates for medical and dental costs.

FEMA assistance is limited. The amount of money that FEMA may give is based on your needs. In 2024, eligible households received an average of \$2,000 in Medical Assistance and an average of \$4,700 in Dental Assistance.

New or extra child care costs

[Read More](#)

FEMA may help with a limited amount of new or extra child care costs after the disaster. Costs from providers licensed in your state. This may include registration or other fees and the increased cost of child care services for children 13 and under (age 21 and under for children with a disability).

Child care services include any personal assistance services used to support the daily living activities of children with disabilities.

FEMA may ask for a copy of your receipts or estimates for child care costs.

FEMA assistance is limited. The amount of money that FEMA may give is based on the amount set by your state. In 2024, eligible households received an average of \$940 in Child Care Assistance.

Home safety item costs

[Read More](#)

FEMA may help to pay for home safety items you needed to buy or rent because of the disaster. Items to help you access your home or make it safe

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FEMA doesn't directly pay deductibles, but your FEMA award may be able to cover some or all of it.

Funeral or reburial expenses

FEMA may be able to help with funeral expenses when the disaster caused the death. We may also be able to help with disaster-caused expenses to rebury remains.

FEMA **does not** help with pre-paid funerals, or funeral or reburial expenses already paid by another source. This may include insurance, voluntary organizations, or the U.S. Department of Veteran Affairs.

[Read More](#)

FEMA may help with funeral expenses, like burial, cremation, and funeral services, that are not covered by insurance. FEMA can't help with funeral or reburial costs for pets.

FEMA may ask for a copy of your receipts or estimates for funeral costs.

FEMA Assistance is limited. The amount of money that FEMA may give is based on the amount set by your state. In 2024, eligible households received an average of \$5,100 in Funeral Assistance.

Do you have funeral or reburial expenses? *

☒ Yes ☐ No

Save

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Do you have funeral or reburial expenses? *

Yes/No

Medical or dental expenses

FEMA may be able to help with the following types of medical or dental expenses caused by the disaster:

- Loss or damage to personal medical or dental equipment, like a breast-feeding pump, glasses, or dentures.
- Expenses for injury or illness, like an arm broken by a falling tree.
- Pre-existing injury, disability, or medical condition made worse by the disaster, like for hospitalization due to the effects of disaster conditions.
- Replacement of prescribed medicines, like refrigerated medicines ruined by extended power outages.
- Medical or dental insurance deductibles and co-pays.
- Loss or injury of a service animal, like a guide dog or other animal. (Must meet the definition of a service animal as defined by the Americans with Disabilities Act.)

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FEMA may help with medical and dental expenses caused by the disaster that are not covered by insurance. This may include replacing prescribed medication; personal medical or dental equipment; out-of-pocket costs for an injury or loss caused by the disaster; and costs for the loss or injury of a service animal.

FEMA may ask to see a copy of your receipts or estimates for medical and dental costs.

FEMA assistance is limited. The amount of money that FEMA may give is based on your needs. In 2024, eligible households received an average of \$2,000 in Medical Assistance and an average of \$4,700 in Dental Assistance.

Do you have dental expenses? *

☒ Yes ☐ No

Do you have medical expenses? *

☒ Yes ☐ No

Save

Medical or dental expenses

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- Expenses for injury or illness, like an arm broken by a falling tree.
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Do you have dental expenses? *

Yes/No

Do you have medical expenses? *

Yes/No

Child Care Expenses

You said you have *new or extra* child care expenses.

FEMA may be able to help with extra child care expenses caused by the disaster. These costs must be for children age 13 and under or children with a disability up to age 21.

Examples: *There's damage to your child care facility and you had to switch to a more expensive provider. Or your costs are the same, but the disaster caused lost or lowered income.*

[Read More](#)

FEMA may help with a limited amount of new or extra child care costs after the disaster. Costs from providers licensed in your state. This may include registration or other fees and the increased cost of child care services for children 13 and under (age 21 and under for children with a disability).

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Do you have extra child care expenses? *

☒ Yes ☐ No

Save

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Do you have extra child care expenses? *

Yes/No

Home safety item costs

FEMA may be able to help with expenses to buy or rent certain items to help make your home safe after a disaster. Your state, territory, or tribe chooses the list of eligible items.

The list usually includes items like a dehumidifier or a chainsaw to clear a downed tree blocking access to your home.

Other examples: Smoke detectors, carbon monoxide detectors, and generators. Generators usually only qualify if you need to power a medically required device, like a refrigerator for insulin.

[Read More](#)

FEMA may help to pay for home safety items you needed to buy or rent because of the disaster. Items to help you access your home or make it safe to live in. This may include a dehumidifier, chainsaw, smoke detector, or similar items.

FEMA may ask to see a copy of your receipts or equipment rental agreement.

FEMA assistance is limited. The amount of money that FEMA may give is based on the amount set by your state. In 2024, eligible households received an average of \$360 in Miscellaneous Assistance.

Have you or do you need to buy or rent these types of items? *

☒ Yes ☐ No

[Save](#)

Home safety item costs

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Yes/No

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You checked:

✓ Home damage

✓ Vehicle damage

✓ Personal property damage

✓ Food, clothing, shelter, gas, medication, or medical equipment

✓ Access to your home

✓ Loss of Utilities

✓ Funeral or reburial expenses

✓ Lodging expenses

✓ Medical or dental expenses

✓ New or extra childcare costs

✓ Home Safety Need

Please select one of the following. *

☐ This is my primary home. I live here more than 6 months of the year.

[Read More](#)
FEMA helps with damage to your primary home. If you live in multiple places, your primary home is where you're registered to vote, or is the address identified on your driver's license or other official documents.

☐ This is not my primary home. I use it as my vacation, second home, or I rent it out.

[Read More](#)
FEMA is unable to help with damage to a home that is not your primary home, like a vacation, second home, or rental property. But you may still be eligible for other forms of FEMA assistance, including medical, dental, funeral, or transportation assistance.

You may qualify for assistance from the U.S. Small Business Administration (SBA).
[Visit the MySBA Loan Portal](#) to learn more and apply.

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i

You said this is your vacation or second home.

For some programs, FEMA can only provide help for your primary home. This is where you live more than 6 months of the year. But you may continue with your application.

If FEMA can't help you, maybe the U.S. Small Business Administration (SBA) can. SBA **does not** offer disaster loans for vacation or second homes, but they do have a business disaster loan program that may help with qualified rental properties.

Visit SBA's [Disaster Assistance](#) page to learn more.

If you have questions, please call the FEMA Helpline at 1-800-621-3362. If you use a video relay service (VRS), captioned telephone (CTS), or other service, give FEMA your number for that service.

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[Read More](#)

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Extent of Damage

You said your *home or personal property* was damaged.*

I'm going to read you five damage options. Just tell me which one most applies to you.

Note: You don't need to have everything listed in each option.

1. ☐ Minor Damage -I have **minor** damage, but I can live in my home.

[Read More](#)

2. ☐ Moderate Damage -I have **moderate** damage that requires a lot of repairs. I may not be able to live in my home.

[Read More](#)

3. ☐ Major Damage -I have **major** damage that requires substantial repairs. I am not able to live in my home.

[Read More](#)

4. ☐ Complete Loss -My home is a **complete loss**.

[Read More](#)

5. ☐ Unsure -I'm **unsure** or have **unknown** damage to my home.

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1. ☐ Minor Damage -I have **minor** damage, but I can live in my home.

[Read More](#)

Examples of minor damage:

- Some damage to or missing siding, roof shingles, gutters, etc.
- Some cracked or broken windows.
- Minor hairline cracks in floor, walls, or ceilings.



2. ☐ Moderate Damage -I have **moderate** damage that requires a lot of repairs. I may not be able to live in my home.

[Read More](#)

Examples of moderate damage:

- Flood water inside the home that covers your electrical outlets.
- Damage to roof causing damage inside the home.
- Damage at multiple places to exterior doors, windows, or siding.
- Damage to or loss of some household appliances or furnishings.



3. ☐ Major Damage -I have **major** damage that requires substantial repairs. I am not able to live in my home.

[Read More](#)

Examples of major damage:

- Flood water inside the home that covers your countertops.
- Damage to roof, ceilings, walls, or foundation, like cracks that are as wide as a thumb.
- Damage to private road or bridge that prevents access.
- Unsafe to live in until home repairs completed.



4. ☐ Complete Loss -My home is a **complete** loss.

[Read More](#)

Examples of complete damage:

- Leveled or completely collapsed.
- Washed away.
- Burned to the ground.



5. ☐ Unsure -I'm **unsure** or have **unknown** damage to my home.

[Read More](#)

Examples of unknown damage:

- You're unsure which of these options best describes your damage.
- You can't get to or access your home to see the damage.
- You left your home under mandatory evacuation, so you don't know the damage.

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Extent of Damage

You said your home or personal property was damaged.*

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Minor Damage -I have minor damage, but I can live in my home.

[Read More](#)

Examples of minor damage:

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Moderate Damage -I have moderate damage that requires a lot of repairs. I may not be able to live in my home.

[Read More](#)

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Flood water inside the home that covers your electrical outlets.

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Damage at multiple places to exterior doors, windows, or siding.

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[Read More](#)

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Flood water inside the home that covers your countertops.

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Damage to private road or bridge that prevents access.

Unsafe to live in until home repairs completed.

Complete Loss -My home is a complete loss.

[Read More](#)

Examples of complete damage:

Leveled or completely collapsed.

Washed away.

Burned to the ground.

Unsure -I'm unsure or have unknown damage to my home.

[Read More](#)

Examples of unknown damage:

You're unsure which of these options best describes your damage.

You can't get to or access your home to see the damage.

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Home Access

Are you safely able to get to your home or leave if you need to? *

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We need to know if you are having trouble getting to your home or if you are having trouble getting out to leave safely. You may not be able to do either if the entrance is blocked, a ramp or other accessibility equipment is damaged, or neighborhood roads or bridges are unsafe.

FEMA may be able to help repair a privately owned road, bridge or dock that is the only way to safely access your home.

☐ Yes, I am able to both get to and leave my home.

☐ No, I can't, because of flooding or damage to roads, bridges, or docks.

☐ No, I can't, because of damage to a privately owned road, bridge, or dock.

☐ No, I can't, because my medical or accessibility features are damaged. (Like a ramp, elevator, etc.)

☐ No, I can't, due to mandatory evacuation.

Where do you currently live or stay? *

HOTEL OR MOTEL

If your housing situation changes, sign in to your account or call FEMA to update your application.

Note: If FEMA can safely get to your home, we will come to inspect it. You can still apply for help, even if you can't reach your home right now. But we may need to delay your inspection until it's safe to access. Contact FEMA at 1-800-621-3362 once you can get home.

MY HOME

FRIENDS OR FAMILY

HOTEL OR MOTEL

MASS SHELTER

NEW SHORT-TERM RENTAL

CHURCH OR HOUSE OF WORSHIP

HOMELESS

FEMA-PROVIDED UNIT

NEW PERMANENT RENTAL

WORKPLACE

BOUGHT NEW HOME

RV OR CAMPER

SECOND HOME

MY VEHICLE

TENT

HOTEL OR MOTEL

Home Access

Are you safely able to get to your home or leave if you need to? *

[Read More](#)

We need to know if you are having trouble getting to your home or if you are having trouble getting out to leave safely. You may not be able to do either if the entrance is blocked, a ramp or other accessibility equipment is damaged, or neighborhood roads or bridges are unsafe.

FEMA may be able to help repair a privately owned road, bridge or dock that is the only way to safely access your home.

Yes, I am able to both get to and leave my home.

No, I can't, because of flooding or damage to roads, bridges, or docks.

No, I can't, because of damage to a privately owned road, bridge, or dock.

No, I can't, because my medical or accessibility features are damaged. (Like a ramp, elevator, etc.)

No, I can't, due to mandatory evacuation.

Where do you currently live or stay? *

If your housing situation changes, sign in to your account or call FEMA to update your application.

Note: If FEMA can safely get to your home, we will come to inspect it. You can still apply for help, even if you can't reach your home right now. But we may need to delay your inspection until it's safe to access. Contact FEMA at 1-800-621-3362 once you can get home.

Lodging

You said you have short-term lodging expenses.

Do you get assistance with short-term lodging expenses from any other source? (This may include homeowners insurance, voluntary organizations, etc.) *

[Read More](#)

FEMA may be able to help pay for short-term stays in places like hotels or motels. But we can't pay for things that other sources — like insurance or charities — already cover.

☐ Yes ☒ No ☐ I don't know

Note: We may accept hotel or motel receipts in someone else's name, if you can show you paid them back. To do this, you can send a copy of a canceled check or a receipt showing your payment to them.

Lodging

You said you have short-term lodging expenses.

Do you get assistance with short-term lodging expenses from any other source? (This may include homeowners insurance, voluntary organizations, etc.) *

[Read More](#)

FEMA may be able to help pay for short-term stays in places like hotels or motels. But we can't pay for things that other sources — like insurance or charities — already cover.

Yes/No/I don't know

Note: We may accept hotel or motel receipts in someone else's name, if you can show you paid them back. To do this, you can send a copy of a canceled check or a receipt showing your payment to them.

Moving and Storage

FEMA may be able to help with moving and storage expenses if the disaster caused you to move from a damaged home.

FEMA may be able to reimburse you for costs to move or store personal property while your home is being repaired. Things like furniture, clothing, appliances, or other personal items. Also, FEMA may be able to reimburse you for costs to move from your damaged home or apartment to a new place to live.

FEMA does not assist with any costs to move or store items to avoid damage before the disaster.

Do you need help with moving and storage expenses after the disaster? *

☒ Yes ☐ No

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Moving and Storage

FEMA may be able to help with moving and storage expenses if the disaster caused you to move from a damaged home.

FEMA may be able to reimburse you for costs to move or store personal property while your home is being repaired. Things like furniture, clothing, appliances, or other personal items. Also, FEMA may be able to reimburse you for costs to move from your damaged home or apartment to a new place to live.

FEMA does not assist with any costs to move or store items to avoid damage before the disaster.

Do you need help with moving and storage expenses after the disaster? *

Yes/No

The screenshot shows a web form titled "Serious Needs". On the left is a sidebar menu with categories: "Intro and Identification", "Disaster Review", "Needs" (expanded), "Losses", "Extent of Damage", "Home Access", "Serious Needs" (selected), "Essential Utilities", "Home Insurance", "Occupants", "Funeral or Reburial Expenses", "Vehicle Damage", "Other Information", and "Review Application". The main content area has a header "Serious Needs" with a sub-header "These needs are vital for daily living. They do not include stored food or expected future needs." Below this is the question "Do you need money to help with any of the following serious needs? *" followed by a blue information icon. The text explains that users should select needs resulting from the disaster, such as needing water, medication, or evacuation supplies. It also notes that FEMA generally doesn't cover costs to replace stored food if the home isn't damaged. There are four checkboxes: "Yes, I need supplies, like water, food, first aid, or gas.", "Yes, I need shelter, because my home is unsafe or I can't access it.", "Yes, I need breast-feeding supplies, infant formula, diapers, or personal hygiene items.", and "No, I don't have any serious needs." At the bottom are "Back" and "Next" buttons. In the top right corner of the form area are links for "Comments", "Disaster Info", and "Referrals".

Serious Needs

Do you need money to help with any of the following serious needs? *

Select the serious needs that you have as a result of the disaster, like if you need water to drink, your medication was lost or destroyed, you evacuated and need to buy diapers or a toothbrush and toothpaste.

FEMA generally doesn't cover costs to replace stored food if your home isn't damaged by the disaster. For example, when loss of power is the only impact.

Check **all** that apply.

Yes, I need supplies, like water, food, first aid, or gas.

Yes, I need shelter, because my home is unsafe or I can't access it.

Yes, I need breast-feeding supplies, infant formula, diapers, or personal hygiene items.

No, I don't have any serious needs.

[Comments](#) | [Disaster Info](#) | [Referrals](#)

Intro and Identification +

Disaster Review

Needs

Losses -

Extent of Damage

Home Access

Serious Needs

Essential Utilities

Home Insurance

Occupants

Funeral or Reburial Expenses

Vehicle Damage

Other Information +

Review Application

Essential Utilities

Essential utilities include electric, gas, water, and sewer services. Sewer service includes working drains and toilets.

[Read More](#)
Your answer helps FEMA better understand your needs and the impacts to your community.

Examples: Electric, gas, propane, sewage, or water.

Did the disaster cause your utilities to be out for 3 or more days? *

☐ Yes
 ☐ No
 ☐ I don't know

Are your utilities out now? *

☐ Yes
 ☐ No
 ☐ I don't know

[Back](#)
[Next](#)

Essential Utilities

Essential utilities include electric, gas, water, and sewer services. Sewer service includes working drains and toilets.

[Read More](#)

Your answer helps FEMA better understand your needs and the impacts to your community.

Did the disaster cause your utilities to be out for 3 or more days? *

Yes/No/I don't know

Are your utilities out now? *

Yes/No/I don't know

Renter Insurance screen

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Intro and Identification +

Disaster Review

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Home Insurance

Now, tell us about the type(s) of insurance you have.

FEMA can help if your insurance doesn't cover your needs or if you do not have insurance.

Note: You may give us the insurance company name later if you don't have it right now.

Do you have any of these types of insurance? * [Home Insurance](#)

Check all that apply.

☐ Mobile Home Insurance
☐ Contents Only or Renters Insurance
☒ I don't have home or personal property insurance.

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Owner Insurance screens

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Home Insurance

Now, tell us about the type(s) of insurance you have.

FEMA can help if your insurance doesn't cover your needs or if you do not have insurance.

Notes: You may give us the insurance company name later if you don't have it right now.

Do you have any of these types of insurance? * [Home Insurance](#)

Check **all** that apply.

☐ Homeowners Insurance

☐ Flood Insurance

☐ Mobile Home Insurance

☐ Contents Only or Renters Insurance

☒ I don't have home or personal property insurance.

You said you own your home, but now say you don't have insurance.

If you have a mortgage, it's likely you also have insurance. If you're **sure** you don't have insurance, you must check the box below to confirm.

Please check your answers and change them if you need to.

☐ I confirm that I do not have any of the following insurance on my home or personal property: contents only insurance, flood insurance, homeowners insurance, homeowners insurance with a sewer backup rider, mobile home insurance, or personal property insurance. *

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Error Message

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Home Insurance

Now, tell us about the type(s) of insurance you have.

FEMA can help if your insurance doesn't cover your needs or if you do not have insurance.

Notes: You may give us the insurance company name later if you don't have it right now.

Do you have any of these types of insurance? * [Home Insurance](#)

Check **all** that apply.

☒ Homeowners Insurance

Insurance Company Name (Optional)

☐ Homeowners Insurance with a Sewer Backup Rider

☐ Flood Insurance

☐ Mobile Home Insurance

☐ Contents Only or Renters Insurance

☒ I don't have home or personal property insurance.

You can't select "I don't have home or personal property insurance" AND other insurance.

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Home Insurance

Now, tell us about the type(s) of insurance you have.

FEMA can help if your insurance doesn't cover your needs or if you do not have insurance.

Note: You may give us the insurance company name later if you don't have it right now.

Do you have any of these types of insurance? * [Home Insurance](#)

Check **all** that apply.

☒ Homeowners Insurance

Insurance Company Name (Optional)

☐ Flood Insurance

☐ Mobile Home Insurance

☐ Contents Only or Renters Insurance

☐ I don't have home or personal property insurance.

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Next

Home Insurance

Now, tell us about the type(s) of insurance you have.

FEMA can help if your insurance doesn't cover your needs or if you do not have insurance.

Note: You may give us the insurance company name later if you don't have it right now.

Do you have any of these types of insurance? *

Check **all** that apply.

Homeowners Insurance

Flood Insurance

Mobile Home Insurance

Contents Only or Renters Insurance

I don't have home or personal property insurance.

Home Insurance

Select **all** insurance types for the primary home and personal property.

OWNERS

Homeowners Insurance

Covers damage caused by wind; hail; lightning; falling objects, including trees; frozen plumbing; weight of ice, snow, or sleet; fire; smoke; power surge; explosion; and riot or civil disturbance. This policy may also provide extra living expenses if the home was damaged by one of these causes.

Homeowners Insurance with Sewer Backup Rider

Covers damage included in Homeowners-only insurance and damage caused by sewer backup. Sometimes including seepage caused by flooding. This policy may also provide extra living expenses if the home was damaged by one of these causes.

- **Sewer Backup**
An overflow of water and other debris from within a plumbing system.

Homeowners Insurance with Earthquake Rider

Covers damage included in Homeowners-only insurance and damage caused by an earthquake or volcanic eruption. This policy may also provide extra living expenses if the home was damaged by one of the causes listed.

- **Earthquake**
Severe ground shaking from shifts within the earth's crust. Earthquake activity also includes aftershocks and volcanic eruptions.

Flood Insurance

Covers damage caused by flooding and waves directly striking property.

- **Flood**
A temporary covering — partial or complete — of normally dry areas caused by an outside water source. The water may come from the overflow of inland or tidal waters, or from the rapid buildup of rainwater on or in the ground.

Mobile Home

Covers damage caused by wind; hail; lightning; falling objects, including trees; frozen plumbing; weight of ice, snow, or sleet; fire; smoke; power surge; explosion; and riot or civil disturbance. This policy may also provide extra living expenses if the home was damaged by one of these causes.

Condo/Townhouse Unit Policy

Covers structural elements not shared by other tenants or owned by the association, like from the sheetrock inward. This includes sheetrock, paneling, wall covering, and personal property within the unit.

The policy covers damage caused by wind; hail; lightning; falling objects, including trees; frozen plumbing; weight of ice, snow, or sleet; fire; smoke; power surge; explosion; and riot or civil disturbance. This policy may also provide extra living expenses if the home was damaged by one of these causes.

Condo/Townhouse Master Policy

Covers structural elements shared by other tenants or owned by the association, like from the studs outward.

Covers damage caused by wind; hail; lightning; falling objects, including trees; frozen plumbing; weight of ice, snow, or sleet; fire; smoke; power surge; explosion; and riot or civil disturbance.

Contents Only

Covers personal property damage caused by wind; hail; lightning; falling objects, including trees; frozen plumbing; weight of ice, snow, or sleet; fire; smoke; power surge; explosion; and riot or civil disturbance.

The policy does not cover structural damage.

No Insurance for my Home or Personal Property

Select this if there is **NO** insurance coverage at all for the home or personal property losses.

RENTERS

Contents Only

Covers damage caused by wind; hail; lightning; falling objects, including trees; frozen plumbing; weight of ice, snow, or sleet; fire; smoke; power surge; explosion; and riot or civil disturbance. This policy may also provide extra living expenses if the home was damaged by one of these causes.

The policy does not cover structural damage.

I don't have home or personal property insurance.

Select this only if there is **NO** insurance coverage at all for the home or personal property losses.

[Cancel](#)

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Vehicle Damage

Other Information +

Review Application

Occupants

Tell us about everyone who lived in your home at the time of the disaster.

[Read More](#)

FEMA assistance is limited to one application per household. If you are approved for sheltering, child care assistance, or temporary housing assistance, it is limited to the people listed in your application.

We use this information to find and process the assistance you need, so it must be as accurate as possible.

- Include the names of everyone who claims this to be their main home, even if they submitted a separate application. This may include boarders, children, landlords, students, roommates etc.
- Include full-time students who claims this to be their main home, even if they live at school.
- DO NOT include anyone who was just visiting at the time and lives elsewhere.

Click **Add Name** below to add each person separately.

APPLICANT

BARBARA ROBERTS

Social Security Number: XXX-XX-6555

Age: 23

Add Name



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Next

Occupants

Tell us about everyone who lived in your home at the time of the disaster.

[Read More](#)

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- Include full-time students who claims this to be their main home, even if they live at school.
- DO NOT include anyone who was just visiting at the time and lives elsewhere.

Click **Add Name** below to add each person separately.

approved
it is limited
We use th

- Inclu
- inclu
- Inclu
- DO N

Click Add

Add Name

First Name *

MI

Last Name *

Enter the last name, followed by a suffix, if needed. Examples: JONES JR, JONES SR, JONES III, etc.

Relationship to Applicant: *

- SELECT -

Age *

Save

Cancel

Relationship to Applicant: *

- SELECT -

- SELECT -

BOARDER

FRIEND OR RELATIVE

IMMEDIATE FAMILY

LANDLORD

OTHER

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Vehicle Damage

FEMA can help with money to repair or replace a vehicle or vehicles damaged by the disaster if you need it for daily living.

For example, your car, truck, motorcycle, or van. Vehicles must be equipped and licensed for use on public roads and comply with state registration and insurance requirements.

[Vehicle Insurance Help](#) **Examples: Car, truck, motorcycle, van, or other motorized machine that's legal for public roads.**

How many vehicles did your household have before the disaster? * ⓘ
(Only include vehicles that were drivable before the disaster.)

After the disaster, how many of those vehicles are drivable? *
Note: FEMA will ask for more documents if your household needs more than one vehicle for daily living.

Did any of the damaged vehicles have disability-related accessibility features? *
(Examples: Wheelchair lifts and ramps, pedal and seat belt extenders, hand control and steering devices, etc.)

☐ Yes ☐ No

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Drivable Vehicle Screen

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Vehicle Damage

FEMA can help with money to repair or replace a vehicle or vehicles damaged by the disaster if you need it for daily living.

For example, your car, truck, motorcycle, or van. Vehicles must be equipped and licensed for use on public roads and comply with state registration and insurance requirements.

[Vehicle Insurance Help](#)

How many vehicles did your household have before the disaster? * ⓘ
(Only include vehicles that were drivable before the disaster.)

After the disaster, how many of those vehicles are drivable? *
Note: FEMA will ask for more documents if your household needs more than one vehicle for daily living.

Did any of the damaged vehicles have disability-related accessibility features? *
(Examples: Wheelchair lifts and ramps, pedal and seat belt extenders, hand control and steering devices, etc.)

☐ Yes ☒ No

No drivable vehicle

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- ✓ Home Access
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Vehicle Damage

Other Information +

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Vehicle Damage

FEMA can help with money to repair or replace a vehicle or vehicles damaged by the disaster if you need it for daily living.

For example, your car, truck, motorcycle, or van. Vehicles must be equipped and licensed for use on public roads and comply with state registration and insurance requirements.

[Vehicle Insurance Help](#)

How many vehicles did your household have before the disaster? * ⓘ
(Only include vehicles that were drivable before the disaster.)

After the disaster, how many of those vehicles are drivable? *
Note: FEMA will ask for more documents if your household needs more than one vehicle for daily living.

Did any of the damaged vehicles have disability-related accessibility features? *
(Examples: Wheelchair lifts and ramps, pedal and seat belt extenders, hand control and steering devices, etc.)

☐ Yes ☒ No

Are any of vehicles covered by comprehensive (full-coverage) insurance? *

☐ Yes ☒ No

Add Vehicle

Vehicle Damage

FEMA can help with money to repair or replace a vehicle or vehicles damaged by the disaster if you need it for daily living.

For example, your car, truck, motorcycle, or van. Vehicles must be equipped and licensed for use on public roads and comply with state registration and insurance requirements.

How many vehicles did your household have before the disaster? *

(Only include vehicles that were drivable before the disaster.)

After the disaster, how many of those vehicles are drivable? *

Note: FEMA will ask for more documents if your household needs more than one vehicle for daily living.

Did any of the damaged vehicles have disability-related accessibility features? *(Examples: Wheelchair lifts and ramps, pedal and seat belt extenders, hand control and steering devices, etc.)

Yes/No

Are any of vehicles covered by comprehensive (full-coverage) insurance? *

Yes/No

Add Vehicle

Year *

Make *

Model *

Was this vehicle damaged due to the disaster? *

☒ Yes ☐ No

Is it drivable? *

☐ Yes ☒ No

Is it registered? *

☒ Yes ☐ No

Is it covered by liability insurance? *

☒ Yes ☐ No

Insurance Company Name (Optional)

[Save](#) [Cancel](#)

Vehicle Insurance Help

Comprehensive Insurance covers loss or damage to a vehicle for causes other than a collision (crash). This includes things like theft, fire, damage from a falling object, or a natural disaster.

Liability Insurance covers legal costs and payments for injuries to other people or damage to their property or vehicle in an accident that was your fault.

Please note: FEMA does not provide assistance for cosmetic repairs.

[Cancel](#)

Comprehensive Insurance covers loss or damage to a vehicle for causes other than a collision (crash). This includes things like theft, fire, damage from a falling object, or a natural disaster.

Liability Insurance covers legal costs and payments for injuries to other people or damage to their property or vehicle in an accident that was your fault.

Please note: FEMA does not provide assistance for cosmetic repairs.

Income screen/Pending removal of income question

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Income Information

Please give us your household's pre-disaster annual gross income. This reduces processing time and directs your application to the best programs to meet your needs.

Pre-disaster annual gross income is the total for the household before any deductions are taken out. Include Social Security, unemployment, welfare, help from other federal agencies, child support, stocks, interest, and annuities. DO NOT include food stamps or HUD Section 8 assistance.
If caller is "living off savings, family, or friends," enter the approximate **total or combined amount** they get yearly.

What is your household's pre-disaster annual gross income? * [Income Calculator](#)

Round up to the nearest dollar, no cents.

\$

If zero (0) is the actual, correct household annual gross income, mark the box.

☐ No income available. ⓘ

Is your household's main source of income from self-employment? * ⓘ
[Why is FEMA asking me this?](#)

☐ Yes ☐ No

How many dependents do you have, including yourself? *

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Updated Income Screen/not in use

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Income Information

Select YES if the caller is a freelancer, contractor, or owns their own business, etc. Select NO if they are a migrant worker paid by an employer.

Is your household's main source of income from self-employment? * ⓘ
[Why is FEMA asking me this?](#)

FEMA may be able to provide help with any items you need for your self-employment. Items that were in your home or vehicle and damaged by the disaster. Assistance is limited to self-employed individuals. FEMA can't help with business losses (for example, if you have employees).

☐ Yes ☐ No

How many dependents do you have, including yourself? *

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Income Information

Is your household's main source of income from self-employment? *

Why is FEMA asking me this?

FEMA may be able to provide help with any items you need for your self-employment. Items that were in your home or vehicle and damaged by the disaster. Assistance is limited to self-employed individuals. FEMA can't help with business losses (for example, if you have employees).

Yes/No

How many dependents do you have, including yourself? *

[Form Field]

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Income Information ✓

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Banking Information

If you qualify, you can choose to have us deposit money directly into your account. This is the fastest and most reliable way to get FEMA assistance.

You need to enter your account information, including routing number, for FEMA to deposit money into your account. If you don't have this information now, you can provide it later.

There is no fee for direct deposit.

If you choose the **Online or Mobile Payment Option**, a vendor for the U.S. Treasury will contact you. You will get a 9-digit application ID on the **Success** screen after you submit your application. You must provide that number to the vendor when they contact you. Then you will choose how you want to get your money — through a paper check by mail or use another option.

If the vendor can't contact you with the email address you provided, or you don't respond when they try to contact you, we will mail a paper check to your mailing address on file.

If you qualify for FEMA assistance, how would you like to get your money? *

☒ Direct Deposit

☐ Online or Mobile Payment Option

Name of Bank or Financial Company *

Type of Account *

☐ Checking

☐ Savings

9-digit Routing Number * ⓘ

Account Number * ⓘ

(The name on the account must match the applicant or co-applicant.)

Verify Account Number *

[Back](#)[Next](#)

Banking Information

If you qualify, you can choose to have us deposit money directly into your account. This is the fastest and most reliable way to get FEMA assistance.

You need to enter your account information, including routing number, for FEMA to deposit money into your account. If you don't have this information now, you can provide it later.

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If you choose the **Online or Mobile Payment Option**, a vendor for the U.S. Treasury will contact you. You will get a 9-digit application ID on the **Success** screen after you submit your application. You must provide that number to the vendor when they contact you. Then you will choose how you want to get your money — through a paper check by mail or use another option.

If the vendor can't contact you with the email address you provided, or you don't respond when they try to contact you, we will mail a paper check to your mailing address on file.

If you qualify for FEMA assistance, how would you like to get your money? *

- Direct Deposit
- Online or Mobile Payment Option

The screenshot shows a portion of a FEMA assistance application form. On the left, under the heading "Type of", there are two radio button options: "Ch" (likely for Check) and "Sav" (likely for Save). To the right of these is a preview of a check or deposit slip. The preview shows fields for "DATE", "AMOUNT", "DOLLARS", and "CENTS". Below the preview, there is a "ROUTING NUMBER" field. At the bottom of the form, there is a label "9-digit Routing Number" with a red asterisk and an information icon, followed by an empty input box.

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Notifications

Choose how you want to get alerts and information from FEMA.

Language *

ENGLISH

Do you want to get your messages by postal mail or email? *

☐ Postal mail
 ☒ Email and online account

You chose to get messages by email. This means you will not get any documents or updates by postal mail. You must go to DisasterAssistance.gov to create or sign in to an account to get your email messages.

Email Address Entered

Confirm Email Address

If you need to change the caller's current email address, click **Personal Information** in the left navigation list to update it.

If the caller did not give you an email address before, those fields should be active for you to enter it now.

If you do not get an email from FEMA in the next 7 days - or if you want to change your choice - please call the FEMA Helpline again at 800 621 3362.

Text Messages

Would you also like to get text notifications? *

☒ Yes
 ☐ No

You chose to get text notifications.

You will get a text message from 43362 to confirm your request.

Please confirm the mobile phone number you want to use.

Phone Number(s) Entered: *

Text service terms:

- FEMA texts do not replace postal mail or email.
- FEMA's texting number is 43362.
- Standard text message rates apply.

Note: You may also get a text from a FEMA inspector to schedule an appointment.

Do you accept the text service terms? *

☐ Yes
 ☐ No

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Notifications

Choose how you want to get alerts and information from FEMA.

Language *English/Spanish

Do you want to get your messages by postal mail or email? *

- Postal mail
- Email and online account

You chose to get messages by email. This means you will not get any documents or updates by postal mail.

You must go to DisasterAssistance.gov to create or sign in to an account to get your email messages.

- Email Address Entered
- Confirm Email Address

If you need to change the caller's current email address, click Personal Information in the left navigation list to update it.

If the caller did not give you an email address before, those fields should be active for you to enter it now.

If you do not get an email from FEMA in the next 7 days - or if you want to change your choice - please call the FEMA Helpline again at 800-621-3362.

Text Messages

Would you also like to get text notifications? *

☒ Yes ☐ No

You chose to get text notifications.

You will get a text message from 43362 to confirm your request.

If you need to add or change a phone number, please update the Personal Information screen.

Phone Number(s) Entered: * 

Text service terms:

- FEMA texts do not replace postal mail or email.
- FEMA's texting number is 43362.
- Standard text message rates apply.

Note: You may also get a text from a FEMA inspector to schedule an appointment.

Do you accept the text service terms? *

☐ Yes ☐ No

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Next

Text Messages

Would you also like to get text notifications? *

Yes/No

You chose to get text notifications.

You will get a text message from 43362 to confirm your request.

Please confirm the mobile phone number you want to use.

Phone Number(s) Entered: *XXXXXXXXXX

Text service terms:

- FEMA texts do not replace postal mail or email.
- FEMA's texting number is 43362.
- Standard text message rates apply.

Note: *You may also get a text from a FEMA inspector to schedule an appointment.*

Do you accept the text service terms? *

Yes/No

[Intro and Identification](#) +[Disaster Review](#)[Needs](#)[Losses](#) +[Other Information](#) ---☒ [Income Information](#)☒ [Banking Information](#)☒ [Notifications](#)[Disability Needs](#)[Other Needs](#)[Review Application](#)

Disability Needs

The Americans with Disabilities Act (ADA) defines disability as "a physical or mental impairment that substantially limits one or more of the major life activities of such individual," 42 USC 12102(2)(A). If this definition applies to you or a someone in your household, check **Yes**.

If yes, check **all** disabilities that apply or check **Prefer Not to Answer**.

Do you or anyone in your household have a disability? *

(This includes any condition that affects your ability to perform activities of daily living or requires an assistive device.)

☒ Yes ☐ No

Check all that apply to you. *

- ☐ Cognitive or developmental disabilities
- ☐ Hearing or speech
- ☐ Independent living
- ☐ Mental health
- ☐ Mobility
- ☐ Self care
- ☐ Vision
- ☐ Other
- ☐ Prefer not to answer.

Did the disaster damage, disrupt, or cause you loss of any assistive devices or medically required equipment, supplies, or support services? *

☒ Yes ☐ No

Check all that apply to you. *

- ☐ Adaptive van or vehicle
- ☐ Assistive technology device for hearing or vision, like a hearing aid, screen enlarging software, etc.
- ☐ Dialysis
- ☐ Environmental control or alerting devices
- ☐ Medical equipment that depends on electricity
- ☐ Medication or medical supplies, including adult briefs and catheters
- ☐ Oxygen or respiratory equipment
- ☐ Personal assistance services or in-home care
- ☐ Personal care devices, like shower bench, bedside commode, Hoyer lift, or lift chair
- ☐ Power or manual wheelchair
- ☐ Prosthesis
- ☐ Scooter
- ☐ Service animal
- ☐ Walker, cane, or crutches
- ☐ Other

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[Comments](#) | [Disaster Info](#) | [Referrals](#)

Intro and Identification +

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Losses +

Other Information -

Income Information

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Notifications

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Review Application

Additional Needs

Do you have a disability or language need that may require help to communicate with FEMA staff or access our programs and services?

What do you need? *
Check all that apply.

☐ Language other than English.

- SELECT -

☐ Assistive listening device

☐ Braille

☐ CART (Communication Access Real-time Translation) in person or remote

☐ Face-to-face assistance (reader or writer)

☐ Large print

☐ Sign language interpreter

☐ Text messages to communicate

☐ Wheelchair access

☐ Other

☐ I don't have any other needs.

Agency Referrals

I'm going to read you a list of other programs. We can send you information, so just let me know which ones you would like to know more about.

[Referrals List](#)

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Next

☒ Language other than English.

- SELECT -

- SELECT -

ACHOLI

ARABIC

BENGALI

CANTONESE

FRENCH

HAITIAN CREOLE

HINDI

ITALIAN

KOREAN

LAOTIAN

MANDARIN

POLISH

PORTUGUESE

RUSSIAN

SAMOIAN

SPANISH

TAGALOG

VIETNAMESE

OTHER

Additional Needs

Do you have a disability or language need that may require help to communicate with FEMA staff or access our programs and services?

What do you need? *Check **all** that apply.

- Language other than English.
 - Select -
Acholi/Arabic/Bengali/Cantonese/French/Haitian/Creole/Hindi/Italian/
Korean/Laotian/Mandarin/Polish/Portuguese/Russian/Samoan/Spanish/
Tagalog/Vietnamese/Other
- Assistive listening device
- Braille
- CART (Communication Access Real-time Translation) in person or remote
- Face-to-face assistance (reader or writer)
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I'm going to read you a list of other programs. We can send you information, so just let me know which ones you would like to know more about.

Referrals List

Agency Referrals

☐ Agency/Office Test	+
☐ Aging Services	+
☐ Agricultural Aid	+
☐ American Red Cross FL	+
☐ American Red Cross Service Center (SRC)	+
☐ Department of Health	+
☐ Department of Human Services	+
☐ Dept of Justice - US Office for Victims of Crimes	+
☐ Disaster Unemployment Assistance	+
☐ Emergency Assistance (ARC)	+
☐ Emergency Services	+
☐ Essential Needs	+
☐ Hazard Minimization (FEHA)	+
☐ Small Business Administration	+
☐ Social Security	+

[Save and Close](#) [Cancel](#)

Intro and Identification +

Disaster Review

Needs

Losses +

Other Information +

Review Application

Review Your Application

I am about to submit your application to FEMA. You will only be able to make limited changes after I submit it.

Before I click "Submit" for you, you must certify that:

- The information I entered on your FEMA application is true and correct to the best of your knowledge.
- **You understand** that FEMA or the state, territory, or tribal authorities may require you to return some or all funds issued to you if any of the following statements are true:
 - You received funds from insurance or other sources for the same loss.
 - You did not use FEMA, state, territory, or tribal funds for its intended purpose.
 - You received the funds in error.
- **You authorize** FEMA to verify all information you told me to enter on your application, about your primary home, income, identity, and dependents. They use this to determine your eligibility for assistance.
- **You authorize FEMA, state, territory, or tribal authorities** to request your personal information from sources like your insurance or financial companies.

Application Details

Disaster Information

You are applying for VA SEVERE STORM that occurred 09/07/2022 - Present Time.

Type of Assistance

You are applying for:

- Personal property damage
- Vehicle damage
- New or extra childcare costs
- Access to your home
- Medical or dental expenses
- Lodging expenses
- Funeral or reburial expenses
- Home Safety Need
- Food, clothing, shelter, gas, medication, or medical equipment
- Home damage
- Loss of Utilities

If you find you have other needs after you submit your application, you can call the FEMA Helpline: **1-800-621-3362**. If you use a video relay service (VRS), captioned telephone (CTS), or other service, give FEMA your number for that service.

It's important you understand that your application becomes a legal document. FEMA may use external sources to verify the accuracy of the information you provided.

If you intentionally make false statements or hide information to try to get assistance, it violates federal and state laws. This can carry severe criminal and civil penalties. Penalties may include a fine of up to \$250,000, imprisonment, or both (18 U.S.C § 287, 1001, and 3571).

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[Submit Application](#)

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The screenshot shows the 'Success' page on DisasterAssistance.gov. The page has a light blue header with the logo. The main content area is white with a light blue border. It starts with a 'Success' heading, followed by a confirmation message: 'Your application is complete and I've submitted it to FEMA for you.' Below this, it provides the application ID #810250526 and explains its importance. A reminder section follows, mentioning the 'Online or Mobile Payment Option' and the need to share the 9-digit application ID with a vendor. The application ID and disaster number (4549) are displayed in green. A warning to not submit another application for the same disaster is shown. The page then explains how FEMA will send information (email or mail) and how to check status or make updates online using a Login.gov account. A list of account benefits is provided: checking status, getting messages, updating contact info, uploading documents, and learning about assistance. It prompts the user to enter their name and ID number. A 15-day contact window is mentioned. A section for questions follows, with a note to call a supervisor if unsure. The page ends with a 'Next' button.

DisasterAssistance.gov

Success

Your application is complete and I've submitted it to FEMA for you.

Let me give you your application ID — it is **#810250526**. This number confirms you have applied for FEMA aid. Please provide this number and your Social Security number whenever you write or call us about your application.

As a reminder, if you qualify for money and chose the **Online or Mobile Payment Option**, a vendor for the U.S. Treasury will contact you. They will use the email address on this application. You must share your 9-digit application ID with the vendor to identify yourself.

Application ID: 810250526 Disaster: 4549

Do not submit another application for the same disaster.

FEMA will send you information about program and agency referrals and a copy of your application. If you chose email notifications, you will get this information by email. If you chose postal mail, you will get a packet in the mail.

You can check your status or make certain updates to your application anytime online. Just use **Check Status** or **Sign In** on the Home page to create or sign in to a Login.gov account. Your application will be linked to this account.

An account lets you —

- Check the status of your application.
- Get messages and requests from FEMA.
- Add or update your contact information.
- Upload documents.
- And learn about different types of assistance.

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

Within 15 days, FEMA will contact you to tell you about your eligibility status.

Do you have any questions right now?

Call your supervisor if you do not know the answer to a caller's question. Do not let them off the phone unless they understand what steps to take, if any, and what to expect next.

To continue click **Next**.

Next

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To continue click **Next**.

What's Next



[American Sign Language: Next Steps After Applying for FEMA Assistance](#)

FEMA may be able to approve assistance based on what you put on your application. But many times, we need more information.

What to expect:

- If we need more information, FEMA will call, or send an email or a letter, to ask for what we need.
- If you had disaster damage to your home or personal property, FEMA may confirm the damage by an onsite or remote inspection.
- If you have homeowner's insurance, FEMA may not send an inspector right away. You may need to submit insurance documents before we can schedule an inspection.
- If a FEMA inspector confirms your damage, you will get a decision letter after the inspection.
- If you're approved, based on your choice, you may get a check from the U.S. Department of the Treasury or a direct deposit.
- Whether approved for disaster assistance or not, FEMA will send you a letter to explain the decision. The letter will also include instructions on how to appeal if you disagree with FEMA's decision.

Insurance

Please file a claim with insurance as soon as possible. If your insurance does NOT cover all of your needs, or is delayed, call FEMA's Helpline for more information.

U.S. Small Business Administration (SBA)

To learn about low-interest disaster loans, visit the [SBA Disaster Assistance](#) page. You can also use the ways below to get help or apply:

- Email disastercustomerservice@sba.gov.
- Call 1-800-659-2955, 8 a.m. to 8 p.m. ET, Monday through Friday. (TTY/TRS: 711)
- Visit an SBA Disaster Recovery Center or [schedule an in-person appointment in advance](#).

Stay in touch with FEMA

If your contact details change you can update them on your account. Or you can call the FEMA Helpline at 800-621-3362.

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[Go to Home Page](#)

What's Next

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