



**FEMA**

# Disaster News

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**Joint Information Center Media Contact:**

FEMA/State News Desk: 360-486-5745

SBA News Desk 916-764-9917

## **FEMA'S HELPLINE'S THE PLACE TO GO**

**Lacey, Wash.**— Staying in touch with the Federal Emergency Management Agency (FEMA) is the best way to keep the application process for federal and state disaster assistance on track.

The best way to keep the application moving is to keep communications open with FEMA's **Helpline** (option 2 when calling the number below). Applicants can also talk with a specialist at a Disaster Recovery Center.

If personal information has changed, be sure to call FEMA at **1-800-621-FEMA (3362)** or TTY 1-800-462-7585. These lines are open from 8 a.m. to 6 p.m. daily local time. Changes can also be made online at [www.fema.gov/assistance/process/update\\_assistance.shtm](http://www.fema.gov/assistance/process/update_assistance.shtm). It's important that FEMA has the most up-to-date contact information for all applicants.

As insurance companies begin to pay for damages and losses, under- or un-insured losses may be discovered. Be sure to provide FEMA with any insurance settlement information for continued consideration. Cases cannot be processed unless FEMA has all the personal or insurance information needed to process an individual's application.

*FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.*

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Editors: for more information on the Washington disaster recovery, visit [www.fema.gov](http://www.fema.gov) or [www.wadisasternews.com](http://www.wadisasternews.com).