



Hurricane Matthew | DR-4286-SC

NEWS RELEASE 059

For Immediate Release

FEMA/State Joint Information Center

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FEMA Decisions Can Be Appealed

COLUMBIA, S.C. (Thursday, Dec. 15) — Hurricane Matthew survivors in South Carolina can appeal for more assistance if they disagree with the Federal Emergency Management Agency’s decisions regarding their applications. Registered survivors will receive a determination letter from FEMA citing the reasons for its decision. Read the letter carefully to learn if you need to provide more information. The determination letter explains how to prepare the appeal letter.

After registering with FEMA, applicants will receive the FEMA booklet “Help After a Disaster.” This booklet explains the kind of information FEMA requires and common reasons why assistance cannot be provided. The booklet is available online at fema.gov/help-after-disaster.

Survivors can contact FEMA at **800-621-3362**, or TTY at 800-462-7585 to discuss the determination letter. Interpreters for all languages are available. FEMA, however, cannot change its determination in a phone call.

Registered survivors can appeal FEMA’s decision by taking the following actions:

- A written appeal must be submitted, explaining why the survivor disagrees with the decision and provide supporting evidence. The letter must be signed and dated.
- Make sure you list: FEMA registration number on every page, along with “DR-4286-SC”, which is the disaster name.
- Mail supporting documents and your letter in the same envelope within 60 days of receiving the determination letter, and address it to:
FEMA National Processing Service Center
P.O. Box 10055
Hyattsville, MD 20782-7055

You also can fax your letter and documents to **800-827-8112**, Attn: FEMA Appeals Office. A toll-free legal aid hotline is also available to eligible South Carolinians. Survivors may call **877-797-2227 ext. 120 (toll-free) or 803-576-3815 between 9:00 a.m. and 5:00 p.m., Monday through Friday**, to request assistance in disaster-related matters.

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Media Resource Graphic: What to do if you disagree with FEMA's decision letter.

<https://www.fema.gov/media-library/assets/images/111522>


WHAT to DO if YOU DISAGREE with FEMA'S DECISION LETTER



- 1** Read the letter carefully to find out why the decision was made.

Do you need to provide additional information?

 - Insurance determination letter.
 - Proof of occupancy or ownership.
 - Proof of ID.
 - Applicant's signature.

Common reasons for the initial decision:



 - The damage was to a secondary home or a rental property, not a primary residence.
 - Someone else in the household applied and received assistance.
 - Disaster-related losses could not be verified.
 - Insurance covered all losses.
- 2** Contact FEMA for help with filing an appeal or any questions.

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| <p>CALL</p> <p>800-621-3362 (711 or Video Relay Service available) 800-462-7585 (TTY)</p>  | <p>VISIT</p> <p>A Disaster Recovery Center</p>  |
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- 3** File a written appeal.

Explain why you think the decision was not correct.

 - Provide supporting information and documents.
 - Include your FEMA registration number on all documents.
 - Sign the letter.

Mail or fax your appeal within 60 days of the decision letter date, or drop it off at a Disaster Recovery Center.



All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), religion, national origin, age, disability, limited English proficiency, economic status, or retaliation. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). If you have a speech disability or hearing loss and use a TTY, call 800-462-7585 directly; if you use 711 or Video Relay Service (VRS), call 800-621-3362.

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion4> and the FEMA Blog at <http://blog.fema.gov>.

The SBA is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling 800-659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's website at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call 800-877-8339.