



FEMA

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FEMA Helpline: 800-621-FEMA (3362)
FEMA News Desk: 571-449-1621

News Release

Keep In Touch With FEMA; Update Your Contact Information

NEW YORK – Hurricane Sandy survivors who have already registered with FEMA are urged to keep in touch and keep their contact information current, especially if they have been displaced by the disaster.

After survivors register for assistance, FEMA will reach out to them to set up housing inspections and mail determination letters, so updating your phone number and mailing address as needed is key to ensure that your recovery is not delayed.

Once a FEMA-contracted housing inspector calls to set up an appointment, it is also important that applicants keep their appointment, or call to reschedule as needed so that the application process continues.

Applicants who need to update their contact information or have questions regarding their application can call the toll-free FEMA helpline.

- Call **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**.
- The toll-free telephone numbers will operate 24 hours daily, seven days a week, until further notice.

Survivors can call the helpline to:

- Update their file with a change of address or new phone number.
- Ask questions about disaster assistance.
- Track the progress of their FEMA application.
- Get information about the inspection process.
- Learn about the steps to appeal a FEMA decision.

Survivors can also have questions answered by visiting their nearest disaster recovery center. To find the nearest center:

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- Text DRC and a Zip Code to 43362 (4FEMA), and a text message will be sent back with the address.

For more information on New York's disaster recovery, visit www.fema.gov/disaster/4085, <http://twitter.com/FEMASandy>, www.facebook.com/FEMASandy and www.fema.gov/blog.

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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.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.