



# OFFICE OF EMERGENCY MANAGEMENT

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## **What to Expect After You Register with FEMA**

Persons applying for Federal Emergency Management Agency (FEMA) assistance following the May severe storms and flooding should expect to receive phone calls instead of in-person visits for home damage inspections or to provide additional information regarding their application.

If you are in any doubt when receiving a call from someone stating they are FEMA personnel, do not give out any information, but call **800-621-3362 (TTY: 800-462-7585)** between 7 a.m. and 10 p.m. ET to verify the call is legitimate.

### **Legitimate phone calls from FEMA inspectors will last about 20-30 minutes:**

- **Do not** provide your Social Security number; they already have this information.
- **Do not** give out your FEMA nine-digit registration number; FEMA employees and inspectors will already have this information.

### **The inspectors will:**

- Ask if you are available to discuss your disaster damage or schedule a follow-up call.
- Ask questions about the type of home and extent of damage caused by the May 16-22 severe storms and flooding.

### **The inspectors will not:**

- Determine your eligibility for assistance.
- Solicit or accept money for disaster assistance.
- Ask for credit card information.

### **Other legitimate phone calls may come from:**

- U.S. Small Business Administration (SBA) regarding a loan application
- FEMA's Individual Assistance (IA) program, verifying information you provided when you registered with FEMA for assistance.

If you suspect someone is committing fraud, call the FEMA Disaster Fraud Hotline at 866-720-5721 or your local police department.

Residents seeking assistance must apply through FEMA before **September 8, 2020**. The information previously collected from flood victims by the County for damage reporting is not submitted to FEMA.

To register for assistance go to [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call 1-800-621-FEMA (3362). FEMA also has a Mobile App which can be found using Google Play or Apple App Store, <https://www.fema.gov/mobile-app>. Disaster assistance applicants, who have a speech disability or hearing loss and use TTY, should contact 1-800-462-7585 directly; for those who use 711 or Video Relay Service (VRS), contact 1-800-621-3362.

The toll-free telephone numbers will operate from 7 a.m. to 9:00 p.m. (local time) seven days a week until further notice.

County Officials are currently working with FEMA to identify a local application or drop off centers, in compliance with COVID restrictions. Until these resources are made available, residents are encouraged to apply online or over the telephone.

Resources are also available to residents, businesses and non-profits through the Small Business Administration (SBA). The SBA offers low interest rate loans to assist with recovery with terms as long as 30 years. Go to [www.SBA.gov](http://www.SBA.gov) or call 1-800-659-2955.

**Residents are encouraged to stay in contact with FEMA regarding their claim as well as file an appeal if their application is declined.**

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