



North Carolina Department of  
Crime Control & Public Safety

FEMA Region IV Office  
Atlanta, Georgia



FEMA

# News Release

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## **SURVIVORS IN SEVEN N.C. COUNTIES CAN APPLY FOR FEDERAL ASSISTANCE**

**RALEIGH, N.C.** – Survivors of Hurricane Irene in Beaufort, Carteret, Craven, Dare, Hyde, Pamlico and Tyrrell counties can now apply for federal disaster assistance.

Assistance can include grants for temporary housing and home repairs, low-cost loans to cover uninsured property losses and other programs to help recover from the effects of the disaster.

“Those who suffered damage from Hurricane Irene should first call their insurance company,” said state Emergency Management Director Doug Hoell. “Their next step should be to register with FEMA.”

Hoell explained that even those with insurance may be eligible for help from FEMA if their insurance policy does not cover all their needs. He cautioned, however, that any government financial assistance is designed to help get people back on their feet, not to pay all their expenses.

This is how the process works:

### **Step 1: Survivors register with the Federal Emergency Management Agency.**

They can apply online anytime at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov). They also can call **800-621-FEMA (3362)** or TTY at **800-462-7585**. Those who use 711 or Video Relay Service (VRS) can call **800-621-3362**. The toll-free telephone numbers operate from 7 a.m. to 10 p.m. seven days a week until further notice. Multilingual operators are available to assist with the application process.

#### **Other ways people can register:**

- By smartphone or tablet, use [m.fema.gov](http://m.fema.gov), or
- Through FEMA’s App for android phones, which can be downloaded at <https://market.android.com/details?id=gov.fema.mobile.android>.

#### **When applying for help, be sure to have the following information handy:**

- Current telephone number;
- Address at the time of the disaster and current address;
- Social Security number, if available;
- A general list of damages and losses;
- If insured, the name of insurance company, agent and policy number; and
- Bank account coding to speed up assistance by using direct deposit.

Survivors with questions can visit a disaster recovery center to talk one-on-one with recovery specialists.

(MORE)

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### **Step 2: An inspection appointment is scheduled.**

After registering, eligible survivors are called within a few days to set up an appointment with an inspector. The inspectors, who are FEMA contractors and carry identification badges, review the damaged property. They do not make a determination regarding assistance. There is no cost for the inspection.

### **Every applicant will receive a letter regarding the status of their request for federal assistance.**

Anyone who has questions about the letter should call the helpline (800-621-3362 or TTY, 800-462-7585).

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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.*

*FEMA's temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to SBA loan officers to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.*

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