

FEMA Needs Your Current Contact Information

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PENSACOLA, Fla. – After you register for federal disaster assistance, it is important that FEMA be able to contact you. Be aware that phone calls from FEMA may appear to come from unidentified numbers and make sure that FEMA has your current contact information.

FEMA may need to call some survivors in Bay, Escambia, Okaloosa, Santa Rosa and Walton counties to conduct a remote house inspection, via telephone, in order to be able to continue processing their application for assistance after the Hurricane Sally. FEMA also may contact survivors to obtain more information for their application.

If there are changes in your phone number, current address, banking or insurance information, you should let FEMA know or you may miss important telephone calls or correspondence.

You can update your contact information in several ways:

- Go online to DisasterAssistance.gov.
- Download the [FEMA app](#) for smartphones.
- **Call 800-621-3362 (TTY 800-462-7585). Multilingual operators are available. The toll-free numbers are open from 7 a.m. to 10 p.m. local time, seven days a week. Those who use a relay service such as a videophone, InnoCaption or CapTel should provide FEMA with their specific phone number assigned to that service.**

The deadline to register with FEMA is Dec. 1, 2020.

When calling applicants, FEMA specialists will have the applicant's FEMA identification number, telephone number and address of the damaged property. They will not ask for money; there is no charge to apply for FEMA assistance. If you are suspicious about a caller, call the FEMA Helpline at **800-621-3362 (TTY**



800-462-7585) to verify that FEMA is trying to reach you.

For more information about Hurricane Sally recovery in Florida, visit the FEMA disaster webpage at <https://www.fema.gov/disaster/4564> or the Florida Division of Emergency Management webpage at <https://www.floridadisaster.org/info/>.



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