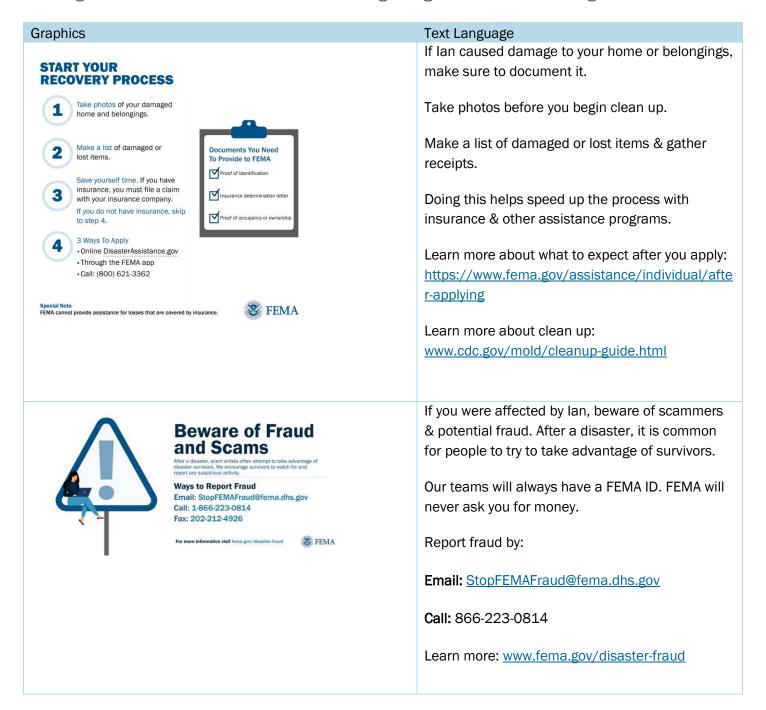
Disaster Text Messaging Resource Kit

Communication can be limited following a disaster. Help spread the word through text messages to ensure the latest information is getting to survivors on the ground.





Crisis Counseling



Text Language

After a disaster, people who experience displacement, property damage, or other losses may be at risk for distress or other mental health concerns.

You're not alone: the disaster distress helpline 1-800-985-5990 offers 24/7 emotional support.

Learn more: www.samhsa.gov



Rumor: FEMA assistance is only for homeowners.

Fact: This is not true. FEMA assistance is not just for homeowners. FEMA may also provide assistance to help renters who lost personal property or who were displaced

Learn more: www.fema.gov/fact-sheet/what-kindassistance-can-fema-provide-florida-hurricanesurvivors



DISASTER ASSISTANCE

To apply and get answers to your questions, call:

1-800-621-3362

711 or Video Relay Service (VRS): 1-800-621-3362

Please have the following available:

- Your address with zip code
- Condition of your damaged home Insurance information, if available

- Insurance information, in available Social Security number Phone number where you can be contacted Address where you can get mail or email address to receive electronic notifications

Direct Deposit: Disaster assistance funds can be sent directly to your bank account. Please provide your bank account type, account number and bank routing number.

Stay in touch with FEMA: When you apply, you will receive a FEMA registration number. Save it. You will need the number whenever you contact FEMA.





DisasterAssistance • gov

There are 3 ways to apply for FEMA disaster assistance.

The fastest way to apply is online at www.disasterassistance.gov,

It's available 24/7.

Learn more: www.fema.gov/assistance/individual

Month Year 2 Learn more at fema.gov

FEMA Speaks Your Language

Press 1 for English
Press 2 for Spanish





Text Language

FEMA offers info & help in your language if you're recovering from a disaster.

FEMA Helpline: 800-621-3362

Press 1 for English

Press 2 for Spanish

Press 3 for other languages.

Relay services are supported.

Learn more:

www.fema.gov/assistance/languages

IAN UPDATE

If you need assistance locating a missing friend or relative:

Call the Red Cross: 800-733-2767

Visit: www.redcross.org/safeandwell

If you or someone you know need assistance or a safety check in Florida, visit www.missing.fl.gov.



Disaster Legal Services

Disaster Legal Services (DLS) can provide free legal help to low-income disaster survivors. If you're not able to get adequate legal services for your disaster-related needs, DLS may be able to help.

DLS Can Help With The Following

- Insurance claims for medical bills, loss of property, and loss of life
- New wills, powers of attorney, and other legal papers lost during the disaster
- Home-repair contracts and contractors
- Problems with landlords
- Proof of home ownership

FEMA appeals

Disaster Legal Services attorneys are not FEMA employees.

Their services are confidential and they do not share information with FEMA.



Florida has a FREE disaster legal aid hotline open.

Call: 1-866-550-2929

More at: https://flayld.org/disaster-legal-services-

hotline/

Learn more at fema.gov Month Year 3

Common Reasons for Denial Applicants can be found ineligible for a host of reasons. Below are top 5 reasons for FEMA assistance denial The damaged home may not be a primary residence for the loss FEMA assistance would constitute a duplication of benefits applicants at the contact information provided

Text Language

Do not be discouraged if you get a denial letter. Often, FEMA just needs additional information. Here are the top 5 common reasons for a denial.

Learn more:

https://www.fema.gov/assistance/individual/after-applying



If you were affected by lan and you need to file a flood insurance claim, contact your insurance carrier by calling the National Flood Insurance Program at 877-336-2627 or visiting www.floodsmart.gov.

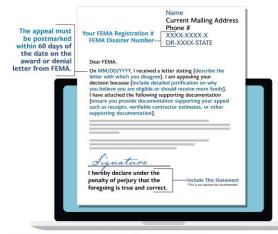


Florida: Operation Blue Roof is a FREE service providing homeowners and landlords a fiber-reinforced sheeting to cover your roof until permanent repairs can be made.

For a list of eligible counties, visit http://BlueRoof.us or call 888-766-3258.

Learn more at fema.gov Month Year 4

HOW TO WRITE AN APPEAL



3 Ways To Submit Your Appeal

Online DisasterAssistance.gov (Upload to your account)

By Fax 800-827-8112 (Attention FEMA)

By Mail FEMA National Processing Service Center P.O. Box 10055, Hyattsville, MD 20782-7055



Text Language

You can submit an appeal if you applied for disaster assistance & disagree with the decision or were denied.

You may need to submit additional information or supporting documentation for us to continue processing your application.

Learn more:

www.fema.gov/assistance/individual/afterapplying/appeals

SEARCH FOR DISASTER RECOVERY CENTERS NEAR YOU



Disaster Recovery Centers offer in-person assistance. To find a location near you text DRC and your zip code to 43363.

You can also find center locations by vising www.fema.gov/DRC.

UPDATING CURRENT LOCATION



Applicants should let FEMA know if their contact information changes. FEMA is contacting applicants from DR-4673-FL via phone call and text to update their current location.

THIS IS NOT SPAM.

Calls or text from FEMA may come from your unidentified number. If you have questions you may contact FEMA Helpline 1-800-621-FEMA (3362).

If you applied for FEMA disaster assistance, stay in touch. Update your contact information.

A FEMA call may show up on your phone as an unidentified number. It is not a spam call. Please answer it.

If you have questions, call the FEMA Helpline at 800-621-3362.

Learn more at fema.gov Month Year 5

FEMA Assistance

FEMA assistance is not a replacement for insurance. If you have insurance contact your insurance provider. FEMA may be able to help start your recovery:

If your home was damaged by a federally declared disaster.

A damage assessment may be required to verify your loss for some types of assistance.

If your home isn't safe to live in.

FEMA assistance can help you repair your disaster-damaged home to livable conditions.

If you need help meeting basic disaster-related needs.

FEMA may be able to assist with essential needs like personal property, transportation and medical expenses.

Homeowners or renters may receive financial assistance to rent a temporary place to live if their home is unlivable because of a disaster.

 $\label{prop:prop:prop:signal} \mbox{Apply for assistance on $\textbf{DisasterAssistance.gov}$ or visit $\textbf{FEMA.gov}$ for more information.}$

Text Language

FEMA assistance is not a replacement for insurance. It may also be available to homeowners and renters.

Apply for assistance at

www.disasterassistance.gov.

Learn more at fema.gov Month Year 6