



# FEMA

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DR-4754-ME NR-08

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## News Release

### Understanding Your FEMA Letter

**SOUTH PORTLAND, Maine** – Survivors who applied for assistance from FEMA after the severe storm and flooding from Dec. 17-21, 2023, will receive an eligibility letter from FEMA in the mail or via email.

The letter will explain your application status and how to respond. Read the letter carefully because it will include the amount of any assistance FEMA may provide and information on the appropriate use of disaster assistance funds.

Survivors who were found ineligible or disagree with the amount of assistance approved can appeal FEMA's determination. Survivors may only need to submit additional information or supporting documentation for FEMA to reprocess the application. Examples of missing documentation may include:

- Proof of insurance coverage
- Settlement of insurance claims or denial letter from insurance provider
- Proof of identity
- Proof of occupancy
- Proof of ownership
- Proof that the damaged property was the applicant's primary residence at the time of the disaster.
- SBA loan application not submitted

Questions about your letter can be answered by calling the disaster assistance helpline at 800-621-3362. You may also visit your nearest Disaster Recovery Center (DRC). For information on open DRCs, and DRC hours you can visit our DRC Locator page at: [DRC Locator \(fema.gov\)](https://www.fema.gov/drc-locator) Search by state and select Maine.

## Appealing FEMA's Decision

Survivors may submit an appeal letter and documents supporting their claim, such as a contractor's estimate for home repairs, or missing documents as described in the determination letter for additional consideration.

FEMA cannot duplicate assistance provided by another source, such as insurance settlements. Survivors who are underinsured may receive additional assistance for unmet needs after insurance claims have been settled.

The appeal must be in writing. In a signed and dated letter, explain the reason(s) for the appeal. It should include:

- Applicant's full name
- Disaster number (DR-4754 for the severe storm and flooding from Dec. 17-21, 2023.)
- Address of the pre-disaster primary residence
- Applicant's current phone number and address
- The FEMA application number on all documents

If you choose to have a third party submit an appeal letter on your behalf, the appeal letter must be signed by the third party. Additionally, please include a statement signed by you authorizing the third party to appeal on your behalf.

Appeal letters must be postmarked within 60 days of the date of the eligibility letter. Letters and supporting documents may be submitted to FEMA by fax, mail or via a FEMA online account. To set up an online account, visit [DisasterAssistance.gov](https://DisasterAssistance.gov), click on "Apply Online" and follow the directions.

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

**By fax:** 800-827-8112 Attention: FEMA

You may also visit your nearest Disaster Recovery Center to submit your appeal.

For an accessible video on the FEMA eligibility letter, visit [FEMA Accessible: Understanding Your Letter - YouTube](#).

For the latest information on Maine's recovery from severe storms and flooding from Dec. 17-21, 2023, visit [Maine Flood Resources And Assistance Hub](#) and [fema.gov/disaster/4754](https://fema.gov/disaster/4754). Follow FEMA on X, formerly known as Twitter, at [twitter.com/femaregion1](https://twitter.com/femaregion1) and at [facebook.com/fema](https://facebook.com/fema).

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*FEMA's mission is helping people before, during, and after disasters.*

*All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency, economic status. If you believe your civil rights are being violated, you can call the Civil Rights Resource line at 833-285-7448.*