



U.S. Department of Homeland Security
FEMA Region VI
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FEMA

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Contact: News Desk
940-898-5454

Fact Sheet

HOW TO REGISTER FOR FEMA ASSISTANCE; TYPES OF ASSISTANCE AVAILABLE

THE REGISTRATION PROCESS

- If you are a homeowner, renter or business owner and have been affected by Hurricane Alex, FEMA urges you to apply for assistance online at www.disasterassistance.gov, by phone at **1-800-621-3362 (FEMA)**; **TTY 1-800-462-7585**, or by using a web-enabled phone accessed at **m.fema.gov**
- The FEMA registration line is operating from 7 a.m. – 10 p.m. (CST), seven days a week, until further notice. Calls are answered in the order received.
- It will take approximately 15 minutes to complete the application process. Only one family member per household should register.

WHAT YOU NEED TO REGISTER

- Before you call or go online, gather the following basic information to speed the process:
 - Social Security number (including your spouse's);
 - Daytime telephone number where applicant can be reached;
 - Address of the damaged property;
 - Current mailing address;
 - Brief description of disaster-related damages and losses;
 - Insurance information; and
 - Direct deposit information to help speed delivery of funds.
- If you have losses that are covered by insurance, please contact your insurance company prior to calling FEMA; it could speed up FEMA's delivery of assistance for any remaining uninsured essential items for which you may be eligible.

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ASSISTANCE PROGRAMS

- Rental payments for temporary housing for those whose homes are unlivable.
- Grants for home repairs and replacement of essential household items not covered by insurance to make damaged dwellings safe, sanitary and functional.
- Grants to replace personal property and help meet medical, dental, funeral, transportation and other serious disaster-related needs not covered by insurance or other federal, state and charitable aid programs.
- Low-interest loans to cover residential losses not fully compensated by insurance. Loans available up to \$200,000 for primary residence; \$40,000 for personal property, including renter losses. Loans available up to \$2 million for business property losses not fully compensated by insurance.
- Loans up to \$2 million for small businesses, small agricultural cooperatives and most private, non-profit organizations of all sizes that have suffered disaster-related cash flow problems and need funds for working capital to recover from the disaster's adverse economic impact. This loan in combination with a property loss loan cannot exceed a total of \$2 million.

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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 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.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for long-term rebuilding of disaster-damaged property. SBA helps homeowners, renters, businesses of all sizes, and private, nonprofit organizations fund repairs or rebuilding efforts, and cover the cost of replacing lost or disaster-damaged personal property.

These disaster loans cover uninsured and uncompensated losses and do not duplicate benefits of other agencies or organizations. For information about SBA programs, applicants may call the Customer Service Center at 1-800-659-2955 (TTY 1-800-877-8339).