



FEMA

Fact Sheet

South Carolina Disaster Recovery

January 7, 2016

Staying in touch with FEMA

- Registration has ended. Individuals who were unable to register before the Jan. 3 deadline may register but must explain and demonstrate the extenuating circumstances that prevented them from registering within the 90-day application period. FEMA will consider such applications on a case-by-case basis.
- Applicants should stay in touch with FEMA. Survivors who registered for assistance can call the FEMA helpline toll free at 800-621-3362 to check the status of their applications, update contact information or ask other questions about the federal disaster assistance process. Survivors who use TTY may call 800-462-7585; those who use 711/VRS can call 800-621-3362. They can also visit www.disasterassistance.gov.

Appealing FEMA Determination Letters

- All survivors receive letters from FEMA explaining the status of their application.
- Applicants with questions about the assistance they received or their eligibility determinations have the right to appeal the decision.
- Applicants can call the FEMA helpline to get information on how to appeal the determination. Survivors can call the helpline toll free at **800-621-3362** or **TTY 800-462-7585**. People who are deaf, hard of hearing or have speech disabilities should call 800-462-7585 (TTY); those who use 711/VRS may call 800-621-3362. Residents may also visit www.DisasterAssistance.gov.
- Those who want to appeal should do so in writing within 60 days of the date of the determination letter. Guidelines for appeals can be found on page 10 of the Applicant's Guide, which is sent to everyone who registers with FEMA. Specialists at the disaster recovery centers can help with appeals. For disaster recovery center locations, visit: <http://asd.fema.gov/inter/locator/home.htm>.
- In the appeal letter to FEMA, an applicant should:
 - include full name, address, and date and place of birth;
 - include the last four digits of the applicant's Social Security number;
 - include FEMA registration number and the disaster number, DR-4241, on every page;
 - explain why you disagree with FEMA's decision;
 - include any supporting documentation for the appeal;
 - include the following statement: "I hereby declare under penalty of perjury that the foregoing is true and correct.";
 - sign the letter.
 - Appeal letters should be mailed to:

FEMA Appeals Officer
National Processing Service Center

"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."

**P.O. Box 10055
Hyattsville, MD 20782-7055**

- Appeal letters and supporting documents can also be faxed to:

**800-827-8112
Attn: FEMA Appeals Officer**

- FEMA recognizes that varying circumstances may prevent an applicant from filing an appeal within the standard 60-day appeal period. However, applicants who miss the 60-day deadline must submit with their appeals an explanation stating why they did not apply by the deadline.
- Applicants whose appeal letters are submitted outside the 60-day appeal period are not automatically denied a review.

Fraud

- Residents should report any suspicious activity or potential fraud.
- Ask to see credentials and contact local law enforcement if there is suspicion of an attempt to defraud. Do not pay in advance for services.
- For information on spotting and reporting fraud, contact the South Carolina Department of Consumer Affairs at 800-922-1594 or visit www.consumer.sc.gov.

Donations

- Avoid charities soliciting door-to-door.
- The best way to donate help is to make a monetary contribution to one of the many Voluntary Organizations Active in Disaster.
- Charitable agencies are listed on South Carolina's Emergency Management Division's website: scemd.org.

U.S. Small Business Administration

- SBA's Business Recovery Centers are open to assist businesses in applying for low-interest disaster loans. The following centers are open 8 a.m. to 5 p.m. weekdays: Trident United Way Building, 6296 Rivers Ave., Suite 304, North Charleston (Charleston); Conway Chamber of Commerce, 203 Main St., Conway (Horry); Columbia Chamber of Commerce, 930 Richland St., Columbia (Richland). Open 9 a.m. to 6 p.m. weekdays: Central Carolina Technical College, Advanced Manufacturing Technology Training Center, 853 Broad St., Sumter (Sumter County).
- SBA customer service representatives are located with FEMA at the disaster recovery centers to assist SBA applicants with outstanding documentation and answer questions.
- Small businesses and most private nonprofit organizations are eligible to apply for SBA Economic Injury Disaster Loans. The deadline to return economic injury applications is **July 5, 2016**.
- For more information, visit the SBA website, www.sba.gov/disaster, or call SBA's disaster assistance Customer Service Center at: 800-659-2955. (Individuals who are deaf, hard of

hearing or have speech disabilities and use a TTY may call 800-877-8339. If you use 711 or Video Relay Service, call 800-659-2955.)

U.S. Department of Labor

- The South Carolina Department of Employment and Workforce has received a \$3.2 million National Dislocated Workers Grant from the U.S. Department of Labor. The grant will be used to assist with clean-up, recovery and humanitarian efforts in areas impacted by the flooding of Oct. 1-23. The projects will create temporary jobs to help with the recovery efforts. Counties must be declared eligible for Public Assistance by FEMA to receive the funds. Thirty-five counties in South Carolina are eligible for this assistance.

National Flood Insurance Program

- The National Flood Insurance Program call center serves and supports policyholders. Call **800-621-3362 (press 2 for NFIP)**. Hotline hours: 7 a.m. to 10 p.m. daily.
- **Substantial damage** inspections and decisions occur at the local level based on local criteria and ordinances. Property owners with questions or concerns about substantial damage should direct their inquiries to their local officials.

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