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Date: 10/8/2015 8:24:59 PM
Subject: FW: DR-4241-SC Talking Points 005-Determination Letters

Awareness.

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From: Dodge, Christopher
Sent: Thursday, October 08, 2015 7:44 PM
To: Allen, Diane; Barker, Melanie; Blandford, Teresa; Brown, Cheria D; Brown, Ruben; Carlson, Sue; Carson, Jadon; Colbert, Michael; Dodge, Christopher; Frazier, Deanna; Harper, Mark; Henderson, Carl; Higginbotham, Ken; Homstad, Jim; Ingram, Teresa; Johnson, Amanda; Lay, Crystal; Lindsey Jr, William; Mason, Patsy; McCormick, Chad; Moore, Mike (FCO); Nigaglioni, Elisa; R4-EA; Reuter, Scott; Salinas, Faustino; Shafer, Mary; Simon, Jeffrey; Szczech, Gracia; Vick, Hannah; Wade, Michael W; Zuniga, Ricardo
Subject: DR-4241-SC Talking Points 005-Determination Letters
Importance: High

EA Staff,

Attached, please find Internal DR-4241-SC Talking Points 005-Determination Letters for Thursday, October 08, 2015.

Talking Points

FOR INTERNAL USE ONLY

Determination letters

- Every applicant receives a letter from FEMA explaining the status of their application and whether or not they will receive assistance from FEMA. Some may receive text messages about their application.
- Sometimes people do not qualify for financial help right away, but the applicant may appeal FEMA's decision. Some of the reasons for an initial ineligible decision are:
 - They didn't provide records that showed the damaged property was the primary residence at the time of the disaster;
 - They haven't provided proof of ownership;
 - They haven't provided proof of occupancy.
- FEMA can never duplicate financial assistance that comes from insurance benefits or other government sources, but FEMA's initial determination of ineligibility may change if private insurance or other government assistance is not enough to cover all the eligible damage.
- Applicants should carefully read all letters they receive from FEMA. If they have questions they should visit a disaster recovery center, where applicants can sit down and talk with staff individually, or call the FEMA helpline at **800-621-3362** or **TTY 800-462-7585**.

- Applicants should not be discouraged if they receive a letter indicating they are ineligible for assistance. The letter provides an explanation of what steps need to be taken to appeal FEMA's decision. Applicants can take the letter to a disaster recovery center for help with the appeals process or call the FEMA helpline.
- Appeals must be filed within 60 days of the date of the determination letter.
- Again, everyone should –
 - Read the letter;
 - Ask questions;
 - Ask for help.

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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.

All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), religion, national origin, age, disability, limited English proficiency, economic status, or retaliation. If you believe your civil rights are being violated, call 800-621-3362 or 800-462-7585(TTY/TDD).