



FEMA

November 22, 2016
DR-4285-NC
NR 068
FEMA News Desk: (404) 358-2776

News Release

After Disaster Recovery Centers Close Help Is Just a Phone Call Away

RALEIGH, N.C. – Disaster recovery centers operated by North Carolina Emergency Management and FEMA are a source of support for Hurricane Matthew survivors. However, when a center closes, you can still get the help you need with just a phone call. FEMA will be working with the state and our other partners as long as we are needed.

Here's how you can stay in touch with FEMA – Call us!

Call the FEMA Helpline at **800-621-3362** for voice, 711 and Video Relay Service. If you are deaf, hard of hearing or have a speech disability and use a TTY, call **800-462-7585**. These toll-free numbers are open from 7 a.m. to 11 p.m., seven days a week. Help is available in many languages.

When you call FEMA with questions or for updated information, you should refer to the nine-digit registration number you received when you applied for aid. This number is on all correspondence you receive from FEMA and is a key identifier in tracking assistance requests.

Call us if you change your address or phone number – even if only temporarily – and update that information with FEMA.

If you have questions about your National Flood Insurance Program claim, call FEMA's Helpline at **800-621-3362** and choose option two.

You can stay in touch in other ways:

- Online at DisasterAssistance.gov.
- Download the [FEMA Mobile App](#) to get important information such as severe weather conditions.
- Talk with FEMA's Disaster Survivor Assistance team members. They are in several affected areas and are there to answer your questions and provide up-to-date information regarding your application status, and referrals to help fill any outstanding needs you may have. They wear identifiable clothing and carry photo identification.

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For more information on the North Carolina recovery, visit the disaster Web page at fema.gov/disaster/4285; or visit the North Carolina Emergency Management website at readync.org. Follow FEMA on Twitter at [@femaregion4](https://twitter.com/femaregion4) and North Carolina Emergency Management [@NCEmergency](https://twitter.com/NCEmergency).

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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 800-621-3362 or TTY at 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. Follow FEMA on twitter at [@femaregion4](https://twitter.com/femaregion4). Download the FEMA app with tools and tips to keep you safe before, during, and after disasters.

Dial 2-1-1 or 888-892-1162 to speak with a trained call specialist about questions you have regarding Hurricane Matthew; the service is free, confidential and available in any language. They can help direct you to resources. Call 5-1-1 or 877-511-4662 for the latest road conditions or check the ReadyNC mobile app, which also has real-time shelter and evacuation information. For updates on Hurricane Matthew impacts and relief efforts, go to ReadyNC.org or follow N.C. Emergency Management on [Twitter](https://twitter.com) and [Facebook](https://facebook.com). People or organizations that want to help ensure North Carolina recovers can visit NCdisasterrelief.org or text NCRecovers to 30306.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps homeowners, renters, businesses of all sizes, and private non-profit organizations fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations.