

Alaska Survivors: Read Your Determination Letter Carefully

Survivors in the Regional Educational Attendance Areas (REAs) of Bering Strait, Kashunamiut, Lower Kuskokwim and Lower Yukon affected by the September severe storm, flooding and landslides who received a determination letter from FEMA should make sure to read it carefully. If you received a letter stating you are ineligible for assistance or “no decision” can be made at this time, it may be for a simple matter, such as missing information from your application.

Here are some of the most common reasons for an ineligible or “no decision” determination:

- **Proof of insurance.** You must provide a copy of your insurance settlement approval or denial letter to FEMA. If your insurance settlement is insufficient to meet your disaster-related needs, you may be eligible for federal assistance. FEMA cannot duplicate homeowner or renter insurance benefits but may provide assistance for what your policy does not cover.
- **Proof of occupancy.** Documents that prove the damaged home or rental was your primary residence at the time of the disaster. These may include a government ID, driver’s license, lease or letter from a tribal official.
- **Proof of ownership.** Provide mortgage or insurance documents, tax receipts or a deed. If you don’t have a deed handy, contact your local or county officials about obtaining a copy.
- **Lost documents.** Visit the following website for information and resources that can help you replace lost documents, such as driver’s license, Medicare card or Social Security card. <https://www.usa.gov/replace-vital-documents#item-213436>

APPEALING FEMA’S DECISION

Applicants who disagree with FEMA’s decision on the amount of assistance awarded may submit an appeal letter and documents supporting their claim, such as a contractor’s estimate for home repairs.

Please submit the appeal in writing. In a signed and dated letter, explain the reason(s) for the appeal. It should also include:

- Applicant’s full name
- FEMA disaster number (FEMA DR-4672-AK for this disaster)
- Address of the pre-disaster primary residence



FEMA

- Applicant's current phone number and address
- FEMA application number on all documents

A letter must be postmarked within 60 days of the date of the determination letter. An appeal letter and supporting documents may be submitted to the agency via a FEMA online account or by mail or fax.

- Applicants can set up an online account at [DisasterAssistance.gov](https://www.disasterassistance.gov) by clicking on "Apply Online" and following the directions. Once you have set up an account you can check the status of your application, upload personal information and documents as well as the appeal letter.
- Mail to FEMA National Processing Service Center, P.O. Box 10055, Hyattsville MD 20782-7055.

If you have questions about your letter, you can call the FEMA Alaska's hotline at 1-866-342-1699. You can also apply by visiting www.disasterassistance.gov or using the FEMA mobile app. TTY callers dial 711 or, if you are calling from an out-of-state area code, dial 1-800-770-8973 for Alaska relay service.

FEMA is committed to providing equal access to our programs and services without discrimination. If you require a reasonable accommodation, call or text 907-727-6221 or email FEMA-language-access-request@fema.dhs.gov. You can also let staff in the field know you require an accommodation such as spoken language resources, mobility assistance, or sign language interpreting services. If you feel you have experienced discrimination, call the FEMA Civil Rights Resource line at 833-285-7448 or 800-462-7585 (TTY/TDD) or email FEMACivilRightsOffice@fema.dhs.gov.