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DR-4637-TN FS 001

# Fact Sheet

## What to Know about the FEMA Assistance Process

Twelve counties in Tennessee have been designated for federal assistance for the tornado outbreak that took place in west and middle Tennessee on Dec. 10-11.

The following counties are eligible for FEMA's Individual Assistance Program, which may provide repair grants, temporary rental assistance and funding for other disaster-related needs, such as replacement of personal property and medical and childcare expenses: Cheatham, Davidson, Dickson, Gibson, Henderson, Henry, Lake, Obion, Stewart, Summer, Weakley, and Wilson counties.

Those affected by the tornado outbreak should keep in mind FEMA cannot duplicate benefits. Survivors in these counties can apply for FEMA assistance in the following ways:

- Online at [DisasterAssistance.gov](https://www.disasterassistance.gov).
- Calling the FEMA Helpline at **800-621-3362** (TTY **800-462-7585**).  
Operators can answer questions about applications already submitted. Lines are open daily from 7 a.m. to 10 p.m. local time, seven days a week. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.
- Downloading the FEMA app to a smartphone or tablet.

### Information to have ready when you apply includes:

- Your address at the time of the disaster
- The address where you are now staying
- A current phone number where you can be reached
- Insurance information
- Your Social Security number
- Pre-disaster household gross annual income
- Routing and account numbers for a checking or savings account so FEMA may directly transfer disaster assistance funds to you.

### FEMA assistance for homeowners and renters may include:

- Grants for rent and repairs to make their primary home habitable
- Help with other serious disaster-related needs like replacing essential household items, uninsured or out-of-pocket medical, dental, funeral or burial costs, transportation, and reimbursements for moving and storage expenses.

### Home Inspections:

- If you applied to FEMA and said you are unable to live in your home because of disaster damage caused by the tornadoes, FEMA may contact you to set up a home inspection to view the damage. If you need

accommodations for language or disability, call the **FEMA Helpline** at **800-621-3362** (TTY **800-462-7585**) and let the specialists know your needs. This is also the time to update FEMA with the number assigned to you if you use a relay service.

- Residents with minimal damage who can live in their homes will not automatically be scheduled for a home inspection when applying for FEMA assistance. Instead, you may receive a FEMA letter asking that you call the **FEMA Helpline** at **800-621-3362**. During this call, you can request an inspection if you find significant disaster-caused damage to your home.
- It is helpful to photograph or video the damage and keep all receipts and contractors' estimates for repair work.

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*FEMA's mission is helping people before, during, and after disasters.*