

# Sandy Recovery Bulletin

*The State of New Jersey and the Federal Emergency Management Agency are committed to providing the most relevant information to survivors of Hurricane Sandy. We will periodically email you with resources and news on the recovery. Please do not reply to this email. If you have any questions, visit a Disaster Recovery Center near you or call the toll-free FEMA Helpline at 1-800-621-FEMA (3362). Please feel free to print out and share, or forward this email, to anyone who might benefit from the information. If you wish to unsubscribe, click the link here. at the end of this bulletin.*

## **Sandy Survivors: Ask Questions About Letters From FEMA**

After an individual registers for federal disaster assistance, they receive a letter from FEMA explaining the status of their application. Survivors who receive a letter about disaster assistance should ask for help if they have questions.

Sometimes a letter from FEMA indicates a status of ineligibility. This may simply mean more information or documents are needed to better help FEMA process your application. Eligibility status can change when new information is provided. And, FEMA cannot duplicate any aid that may have come from other government sources or insurance. Survivors may need to:

- Provide records that showed the damaged property was their primary residence at the time of the disaster.
- Give their insurance or other documentation to FEMA.
- Provide proof of ownership if needed.
- Return the U.S. Small Business Administration low-interest disaster loan application.
- Sign all essential documents.

*Don't be discouraged: read the letter, ask questions, and ask for help.*

Answers to questions about the letter can be found by:

- Visiting one of FEMA's Disaster Recovery Centers. To find the most convenient location near you, go online to [FEMA.gov/DRC](http://FEMA.gov/DRC) or text DRC and your ZIP code to 43362 (4FEMA). DRCs are open Monday - Saturday from 9 a.m.-7 p.m. and closed on Sunday.
- Calling the FEMA Helpline by phone or 711/VRS at 800-621-FEMA (3362), TTY 800-462-7585. Phone lines are answered 24 hours daily. Assistance is available in most languages.
- Reviewing the "[Help After Disaster](#)" guide mailed to each applicant.

## **Survivors Should Submit Insurance Settlement Information**

Hurricane Sandy survivors who registered with FEMA and indicated they had insurance coverage should send in their insurance settlement information as soon as they receive it. The insurance settlement documents allow FEMA to determine if you have uninsured or underinsured losses eligible for federal assistance. By law FEMA cannot provide financial assistance for losses covered by insurance or deductibles. Decisions about disaster assistance are evaluated on a case-by-case basis. To submit insurance documentation, here's what applicants should do:

1. Gather insurance documents and any settlement information.
2. Write the applicant's name, FEMA registration number and 4086-DR-NJ on each page.
3. Send a copy of these documents to FEMA by:

Fax: 800-827-8112

Mail: National Processing Service Center

P.O. Box 10055, Hyattsville, MD 20782-8055

4. Visit a Disaster Recovery Center or call FEMA with questions at 800-621-FEMA (3362), TTY 800-462-7585.

## **Resources for Survivors Coping With Hurricane Sandy**

### **FEMA**

FEMA Disaster Assistance Registration and Helpline: **800-621-FEMA (3362), TTY 800-462-7585**

Apply Online for Assistance: [DisasterAssistance.gov](http://DisasterAssistance.gov)

Smartphone/Mobile Device: [m.FEMA.gov/Sandy](http://m.FEMA.gov/Sandy)

New Jersey/FEMA Housing Resources: [FEMA.gov/HousingPortal](http://FEMA.gov/HousingPortal)

To Find the Nearest Disaster Recovery Center: [FEMA.gov/DRCLocator](http://FEMA.gov/DRCLocator) or Text "DRC" and your "zip code" to 43362

### **U.S. Small Business Administration**

Customer Service Center: **800-877-8339, TTY 800-877-8339**

Disaster Assistance Website: [SBA.gov/DisasterAssistance](https://www.sba.gov/disaster-assistance)

Secure Online Disaster Loan Application: [DisasterLoan.SBA.gov/ela/](https://disasterloan.sba.gov/ela/)

## **Resources for Additional Needs**

New Jersey Disaster Case Management: **877-510-6762** or email at

[dcmNewJersey@CatholicCharitiesUSA.org](mailto:dcmNewJersey@CatholicCharitiesUSA.org)

Clean-up Resources and Local Recovery Efforts: **211** or online at [NJ211.org](https://www.nj211.org)

NJ Helps: [NJhelps.org](https://www.njhelps.org)

American Red Cross: **800-733-2767** or online at [RedCross.org](https://www.redcross.org)

New Jersey Hope and Healing: **877-294-HELP** (4357), TTY **877-294-4356**

National Disaster Stress Helpline: **800-985-5990** or text “**TalkWithUs**” to **66746**

Missing Pets: **855-407-4787**

Disaster Legal Assistance: **888-541-1900**

Disaster Unemployment: Online at [NJuifile.net](https://www.njuifile.net)

Union City: **201-601-4100**

Freehold: **732-761-2020**

Cumberland: **856-507-2340**