



KDEM



FEMA

Disaster News

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THE HELPLINE ANSWERS YOUR QUESTIONS

WICHITA, Kan. - State and federal officials are urging Kansans who suffered losses in the severe storms, tornadoes and flooding from May 4 to June 1 and the severe storms and flooding from June 26 to July 25 in the designated counties to register with FEMA for disaster assistance. But what happens after a person is in the system? Where can they turn for answers to their questions or to check on their applications?

The answer is the helpline. When applicants register with FEMA, they are given a registration number which identifies them in the system. They can reach the help line by dialing **1-800-621-FEMA (3362)** the same number they called to register. Then they press # 2, which routes their call to a help line operator who can call up their file and answer their questions.

Applicants can use the helpline to check the status of their assistance application, change their application information, inquire about additional assistance, or discuss their right to appeal FEMA decisions.

"It's especially important that people let us know where they are and how we can reach them," said Michael L. Karl, federal coordinating officer. "If we lose touch with applicants, their assistance could be stalled until we find them again."

Perhaps most important, the helpline is staffed by real people, not answering machines and recordings. It is open from **7 a.m. to 6 p.m., CDT, Monday through Saturday**. There is also a **TTY** number for the speech and hearing impaired: **1-800-462-7585**.

FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.

Disaster recovery assistance is available without regard to race, color, sex, religion, national origin, age, disability, economic status or retaliation. If you or someone you know has been discriminated against, you should call FEMA toll-free at 1-800-621-FEMA (3362) or contact your State Office of Equal Rights. If you are suspicious of any abuse of FEMA programs, please contact the Fraud hotline at 1-800-323-8603.

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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 uninsured and uncompensated losses and do not duplicate benefits of other agencies or organizations. For information about SBA programs, applicants may call 800-659-2955.

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Editors: for more information on the Kansas disaster recovery, visit www.fema.gov or www.ks.gov/ksadjutantgeneral/