



# After The Storm

## Individual Assistance from FEMA now available

Individual Assistance from FEMA is now available for residents in Volusia County who sustained damage from Hurricane Matthew to their primary residence or have losses not covered by insurance or are underinsured. The Individual Assistance declaration from FEMA also includes Flagler, St. Johns and Putnam counties. Joint local, state and FEMA damage assessments are ongoing in other counties affected by Hurricane Matthew.

If you have insurance and sustained damages, call your insurance company to file an insurance claim. FEMA cannot duplicate assistance for losses that are covered by insurance. However, you may still be eligible for assistance from FEMA for losses not covered by insurance.

Applying is the first step toward getting FEMA disaster assistance. FEMA can help eligible applicants pay for uninsured or underinsured home repairs, temporary housing, personal property and other serious disaster-related needs through its grant programs.

### How do I apply for disaster help?

Residents should register online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov), or by calling FEMA's toll free registration number at **800-621-FEMA (3362)**. Applicants who use 711 or Video Relay Service may also call 800-621-3362. People who are deaf, hard of hearing or have a speech disability and a TTY, may call 800-462-7585. Multilingual operators are available.

Representatives are available between 7 a.m. and 10 p.m. seven days a week. It will take about 15 minutes to apply, but before applicants call or go online, they should gather the following basic information to speed the process:

- Social Security number
- Telephone number where he or she can be reached
- Address of the damaged property
- Current mailing address
- Brief description of disaster-related damages and losses
- Insurance information
- Bank account address and information

The most up-to-date storm information can be found on Volusia County's Emergency Management Facebook page. We also encourage residents to follow us on Twitter at [VCEmergencyInfo](https://twitter.com/VCEmergencyInfo) and check [Volusia.org/PIN](http://Volusia.org/PIN) for updates.