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State News Desk: 808-636-8955

FEMA News Desk: 808-983-2772 or email [FEMA-Hawaii-NewsDesk@fema.dhs.gov](mailto:FEMA-Hawaii-NewsDesk@fema.dhs.gov)

## News Release

### Understanding Your FEMA Letter

HONOLULU – Hawaii residents who registered for FEMA assistance for the wildfires that began sweeping across Maui Aug. 8 will receive a determination letter from FEMA. In some cases, the letter may say you are ineligible for assistance. This is **not** a denial.

It is important to read the letter carefully. It will include the amount of assistance FEMA may provide and information on how you can use your disaster assistance funds. The letter will also explain your application status and it will give you information about what to do to appeal FEMA's decision.

Your letter might also ask you to send additional information or supporting documentation for FEMA to continue reviewing your application. For example, you may be asked to send one or more of the following:

- Proof of insurance coverage
- Settlement of insurance claims or denial letter from insurance provider
- Proof of identity
- Proof of occupancy
- Proof of ownership
- Proof that the damaged property was the applicant's primary residence at the time of the disaster.

If you are one of multiple families living in the same residence, each family within the household may be eligible for assistance. Your landlord will be required to provide a written statement or agreement that clearly says you had a lease agreement in place before the disaster. You can also provide old rent receipts, bank transactions or checks showing you paid rent to the landlord. These receipts must be dated within three months of the fires. In other words, they must be dated between **May 8 and Aug. 8**.

If you have questions about your FEMA determination letter, call the **FEMA Helpline at 800-621-3362**. Specialists are available **24 hours a day, seven days** a week. Help is available in most languages. If you use a relay service such as Video Relay Service, captioned telephone service or others, give FEMA your number for that service when you apply.

For the latest information on the Maui wildfire recovery efforts, visit [mauicounty.gov](http://mauicounty.gov) and [fema.gov/disaster/4724](http://fema.gov/disaster/4724). Follow FEMA on social media: [@FEMARegion9](https://twitter.com/FEMARegion9) and [facebook.com/fema](https://facebook.com/fema).

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

*All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency and/or economic status. If you believe your civil rights are being violated, call the Civil Rights Resource line at 833-285-7448.*