



FEMA

July 20, 2018  
DR-4377-TX FS 002  
FEMA News Desk: 512-977-6615

# Fact Sheet

## **Missing a Phone Call from FEMA Does Not Endanger Individual Assistance Eligibility**

- Missed phone calls from FEMA's auto-dialer have **no impact on whether or not an applicant's physical inspection will occur nor any bearing on an applicant's eligibility for assistance.**
- To aid in the inspection process, FEMA uses a self-assessment auto-dialer to call applicants for home inspections. These phone calls are separate from the phone calls inspectors make to applicants to set up onsite inspections.
- The self-assessment auto-dialer provides information to FEMA's Inspection Services Department for quality assurance. The auto-dialer gives applicants the ability to self-assess their disaster-caused damage.
- Applicants are encouraged to respond to the auto-dialer call, text message, or email notification. They can also take that opportunity to update any pertinent information in their files, if necessary.
- Whether or not the applicant responds to the auto-dialer, an inspector will contact with the applicant to schedule an inspection.
- For the actual onsite inspection, inspectors will contact applicants by telephone or text to schedule an appointment for an inspection. They may also stop by applicant's houses without an appointment if they are in the neighborhood. Inspectors try a minimum of three times to contact applicants, calling at different times on different days and visiting residences if necessary. If an inspector cannot reach the applicant, he or she will post a letter at the residence with a phone number to call to schedule the appointment.

For additional information regarding home inspections, visit <https://www.fema.gov/what-happens-inspection>.

Survivors can register for FEMA assistance through Tuesday, Sept. 4, 2018 online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov), or may call 800-621-3362 or (TTY) 800-462-7585. Those who use 711 Relay or Video Relay Services may call 800-621-3362. The toll-free telephone numbers are open from 7 a.m. to 10 p.m. local time, seven days a week.

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