

# NORCAL FIRE EVACUEES

**If you sustained losses from the Northern California fires in Lake, Monterey, Napa, San Mateo, Santa Cruz, Solano, Sonoma, or Yolo Counties, you can now apply for federal assistance.**

## **To begin the process:**

1. Apply online with the Federal Emergency Management Agency (FEMA), at:  
<https://www.disasterassistance.gov/>
- OR**
2. Call 800-621-3362 or 800-462-7585 (TTY).

*We encourage you to apply online whenever possible.*

## **When applying, you will be asked for information that includes your:**

1. Social Security Number (SSN) **OR** the SSN of a minor child in the household who is a U.S. Citizen, Non-Citizen National, or Qualified Alien
2. Annual Household Income
3. Contact Information (phone number, mailing address, email address\*, and damaged home address)
4. Insurance Information (coverage, insurance company name, etc.)
5. Bank Account Information (if you are eligible to receive financial assistance, the money can be deposited in your account)

*\*If you would like to review the status of your application online in the future, you must provide an email address. If you do not provide an email address, you will have to contact FEMA by phone to get updates on the status of your application.*

**IMPORTANT:** If you have insurance, FEMA's process may designate you "ineligible" for benefits even though they may rightfully be yours. If you receive a denial letter, you may appeal/reapply within 60 days to keep your file open with FEMA while you settle your claim with your insurance provider.

- FEMA cannot duplicate insurance payments, but may be able to help where homeowner's insurance did not.
- You have up to 12 months from the date you apply with FEMA to submit your insurance settlement records for review. If your settlement has been delayed longer than 30 days from the time you filed your claim, you may write FEMA to explain the reason for the delay. Any funds you get from FEMA would then be considered an advance and must be repaid when you get your settlement.