October 28, 2026
DR-4949-WI NR 005
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News Release

Read Your FEMA Letter Carefully to Understand Your Next Steps in the FEMA Process

MADISON - If you applied for FEMA assistance you will receive a letter by mail or email. If the letter says you are "not approved" for assistance, it does not mean that you won't receive assistance.

It is important to read the letter carefully because it will include the amount of money FEMA may provide and information on the appropriate use of that money. The letter will also explain your application status and advise what you need to do to appeal if you disagree with the decision.

More Help May be Available

If you have immediate, serious needs following the disaster, and you meet the eligibility requirements, you may receive an upfront, initial payment from FEMA to help cover those costs. Based on your unique circumstances, you may also be eligible for additional FEMA grants for basic home repairs, rental of temporary housing and other uninsured expenses. Read all letters FEMA sends you: they will explain the funds you received and steps you may need to take to move your application forward for additional assistance.

FEMA May Need Information From You

Often, you only need to send additional information or supporting documentation for FEMA to continue reviewing your application for financial assistance. Examples of missing documentation may include:

- 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 your primary residence at the time of the disaster.

For more information on understanding your FEMA letter, please visit FEMA.gov/letter.

Appealing FEMA's Decision

If you disagree with FEMA's decision or the amount of money provided, you can submit an appeal letter and documents supporting your claim, such as a contractor's estimate for home repairs. You have 60 days from the date of your letter to appeal.

At the end of your FEMA letter, look for an appeal form that can be used to send us additional information about your situation. This form can help make sure you have the information FEMA needs and gives you space to explain why you need help.

Appeals must be postmarked within 60 days of the date noted on your FEMA letter. Appeal letters and supporting documents may be uploaded to your personal FEMA online account. To set up an account, visit DisasterAssistance.gov and follow the directions. You can also find step-by-step instructions for creating an account and uploading documents by visiting DisasterAssistance.gov: A Guide for Survivors.

Other ways to submit documents include:

- **In-person**: If you need assistance to upload documents, you can head to an in-person site near you. Find locations by visiting www.fema.gov/drc.
- **Mail**: FEMA National Processing Service Center, P.O. Box 10055, Hyattsville MD 20782-7055
- **Fax**: 800-827-8112 Attention: FEMA

For more information on your FEMA letter and how to appeal visit FEMA.gov/appeal.

Check the Status of Your Application Any Time

FEMA's online status tracker is the fastest and easiest way for you to see the latest updates on your application for assistance. The status tracker is accessible 24/7 in your account on DisasterAssistance.gov. On the site, click "Check Status" and sign in or create an account. Once logged in, click the "Status" tab to see the status tracker for updates on your application or next steps you may need to take.

If you have questions, call the FEMA Helpline at 800-621-3362. If you use a relay service such as Video Relay Service (VRS), captioned telephone service or others, provide FEMA your number for that service when you apply.

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