

# **Was Your Home Affected By The February 2021 Winter Storm?**



**REPORT INDIVIDUAL DAMAGES**

**Online:**

**[DAMAGE.TDEM.TEXAS.GOV](https://damage.tdem.texas.gov)**

**OR**

**Scan the QR Code:**



**OR**

**Call: 844-844-3089**

**Call Center Hours: 8am – 8pm**

**7 Days a Week**

# Apply For Assistance

---

Before you apply for assistance, below are the steps you need to take to start your recovery process:

**Step One:** Take photos of your damaged home and belongings.

**Step Two:** Make a list of damaged/lost items.

**Step Three:** Save yourself time. If you have insurance, **you must file a claim with your insurance company**. If you do not have insurance, continue to Step Four.

**Step Four:** Now that you're ready to apply now for disaster assistance or you would like more information on the types of assistance available, please utilize one of the following methods.

## Internet or Smartphone Application

You may apply for the Individuals and Households Program or check your application status at [DisasterAssistance.gov](https://www.disasterassistance.gov). You may also access FEMA via a smartphone by [downloading the application from our website](#) or through your mobile provider's application store.

## By Phone

You may call FEMA toll-free at **1-800-621-FEMA (1-800-621-3362)** to apply for assistance or check your application status.

If you are deaf, hard of hearing, or have a speech disability and use a Text Telephone (TTY), you may call **800-462-7585**.

If you use 711 or Video Relay Service (VRS), please use the standard toll-free FEMA Helpline at **1-800-621-FEMA (1-800-621-3362)**.

## **In Person**

You may visit a FEMA Disaster Recovery Center (DRC). To look up DRC locations:

- Visit [DisasterAssistance.gov](https://www.disasterassistance.gov)
- Check [FEMA's mobile app](#)
- Or call the FEMA Helpline at 1-800-621-FEMA (1-800-621-3362)

Disaster Survivor Assistance team members may also visit door-to-door in your area. They will have official FEMA photo identification.

## **By Mail or Fax**

You may mail updates to your application by mail or by fax.

### **MAIL TO:**

**FEMA**  
P.O. Box 10055  
Hyattsville, MD 20782-8055

### **FAX TO:**

Attn: FEMA  
800-827-8112

## **Documents You Need To Provide to FEMA**

- Insurance determination letter. (Note: FEMA cannot provide assistance for losses that are covered by insurance.)
- Proof of occupancy or ownership

- Proof of ID