FAQ:

**Applying For Assistance**

**Who is eligible to apply for assistance?**

Homeowners or renters in Boulder County with uninsured damage or loss related to the Dec. 30, 2021, through Jan. 7, 2022 Marshall Fire and associated high wind event.

**When should they apply?**

Eligible applicants should apply as soon as possible. While additional information may be necessary, please start the application process as soon as possible. Currently, the application period is open until March 2, 2022.

**How should they apply?**

Applicants can apply in a variety of ways:

Online at [www.disasterassistance.gov](http://www.disasterassistance.gov) and click “Apply online”

By phone at 800-621-3362 (800-462-7585 TTY). Multilingual operators are available. The toll-free numbers are open every day from 5 a.m. to 9 p.m. MST. If you use a relay service, such as video relay service (VRS), captioned phone, or others, give FEMA the number for that service.

On a smartphone or tablet using the FEMA app.

By visiting the Disaster Recovery Center at 1755 S. Public Road, in Lafayette.

**What information is needed when I apply?**

Address of the dwelling/structure where the damage occurred (pre-disaster address)

Current mailing address

Current telephone number

Insurance information

Total household annual income

Social Security Number

Routing and account number for checking or savings account (this allows FEMA to directly transfer disaster assistance funds into a bank account)

A description of disaster-caused damage and losses

**After You Have Applied for Assistance**

**What type of assistance is available?**

FEMA has several Individual Assistance programs designed to support disaster survivors. You can apply now at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) to determine what best suits your needs. Programs descriptions are available at <https://www.fema.gov/assistance/individual/disaster-survivors>, although not all programs are available for every disaster.

The Small Business Administration (SBA) offers federal low-interest disaster loans to businesses of all sizes, most private nonprofit organizations, homeowners and renters.

In addition to financial aid from FEMA or the SBA, by applying you may be referred to additional federal, state and local disaster aid programs or assistance from voluntary agencies.

**What should I expect after I apply for FEMA assistance?**

If you have insurance, you should file a claim with your insurance company when you apply for FEMA assistance. FEMA cannot aid with losses already covered by insurance. If your insurance does not cover all your losses or is delayed, you may be eligible for FEMA assistance regarding your unmet needs.

If your primary residence was damaged by the disaster and is not livable, sanitary and safe, you may be scheduled for a home inspection to verify damage. Those whose homes were destroyed will not receive a home inspection. Based on your preference indicated at the time of your application, you will receive either a letter or electronic correspondence. The letter will explain whether you are eligible for assistance, how much assistance you will receive, how the assistance must be used, and how to appeal FEMA’s decision if you do not agree with it.

FEMA assistance is not the same as insurance nor can it make the survivor whole. Federal assistance from FEMA only provides funds for the basic repairs to make a home safe, sanitary and livable. You may also be referred to the U.S. Small Business Administration (SBA) for low-interest disaster loans to further assist with your recovery.

**Assistance Information for Undocumented Residents**

**If I am an undocumented immigrant, am I eligible for assistance for needs related to the disaster?**

Undocumented immigrants may be eligible under many different programs run by voluntary agencies for various types of assistance. Among these are: American Red Cross 866-438-4636 (English) 800-257-7575 (Spanish) and Catholic Charities 888-744-7900 (English and Spanish).

**How does my citizenship status affect my eligibility for disaster assistance?**

You do NOT have to be a U.S. citizen, non-citizen national or Qualified Alien to receive assistance.

However, you must be a U.S. citizen, non-citizen national or Qualified Alien for a cash award from FEMA’s Individuals and Households Program. Also, you must be a U.S. citizen, non-citizen national or Qualified Alien to be eligible for Disaster Unemployment Assistance. You may, however, apply on behalf of your U.S. citizen child, or another adult household member may qualify the household for assistance.

Even if you do not, or your family does not, qualify for FEMA cash assistance (Individuals and Households Program), please call FEMA at 800-621-3362 or 800-462-7585 (TTY for hearing/speech-impaired) for information and to be referred to other programs that can assist you regardless of your immigration status.

**Will my registration information be shared with immigration or other law enforcement agencies?**

FEMA will not proactively provide applicant information to immigration or law enforcement organizations. The Disaster Recovery Center is a protected area designated to provide emergency response and relief. Neither U.S. Customs and Immigration Enforcement (ICE) nor U.S. Customs and Border Protection (CBP) will conduct enforcement operations at the site.