

DR-4573-AL Hurricane Zeta

This joint AlabamaEMA/FEMA Advisory includes information on state and federal resources available to help Alabama businesses and employees recover from Hurricane Zeta. To **subscribe** to DR-4573-AL ESF-15 Private Sector Advisories [click here](#) – to **unsubscribe** [click here](#).

Understanding Your FEMA Letter

Alabama residents who applied for assistance from FEMA after sustaining damage from Hurricane Zeta Oct. 28-29 will receive a letter from FEMA in the mail or via email. The letter will explain your application status and how to respond. It is important to read the letter carefully. If you are eligible, the letter states the dollar amount of your grant and how the funds should be used. If ineligible, the letter explains why and tells you how you can appeal that decision.

Applicants may need to submit additional information to FEMA. Examples of missing documentation may include: proof of insurance coverage, settlement of insurance claims, proof of identity, proof of occupancy, proof of ownership and/or proof that the damaged property was the applicant's primary residence when Hurricane Zeta struck.

Those who have questions about their letters may call the **FEMA Helpline at 800-621-3362** or **(TTY 800-462-7585)**. Press 2 for a Spanish-speaking operator. Lines are open from 7 a.m. to 10 p.m. Central Standard Time daily.

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All Alabamians Have Equal Access to FEMA Recovery Programs

To help communities recover from Hurricane Zeta, FEMA is working with state agencies and volunteer organizations to make sure survivors with disabilities and those with access and functional needs have equal access to disaster assistance programs. According to the Centers for Disease Control and Prevention, 33.2 percent of Alabama adults age 18 and over have some type of disability. Across the state and throughout the United States, FEMA provides accommodations at each step in the disaster recovery process.

FEMA is committed to providing assistance to everyone in the communities affected by the storm. Assistance may take the form of a grant that does not have to be repaid or it may be through connections or referrals with FEMA's state and local partners

FEMA can provide interpreters, real-time captioning and information in alternate formats such as Braille, large-print, audio and electronic versions. The agency also provides free services to help people communicate with its staff and understand FEMA programs. Among the aids are:

- Information available in accessible electronic formats on FEMA's website and social media
- Qualified American Sign Language interpreters
- Qualified multilingual interpreters
- Information written in multiple languages

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What to Expect after Applying with FEMA

Residents affected by Hurricane Zeta in **Clarke, Dallas, Marengo, Mobile, Perry, Washington and Wilcox** counties may want to know what comes next after applying for FEMA assistance.

Residents who haven't applied yet should first file a claim with their insurance company, if they are insured. Then apply with FEMA by downloading the FEMA app to a smartphone or tablet, go online to [DisasterAssistance.gov](https://www.fema.gov/disaster), or call the **FEMA Helpline at 800-621-3362 (TTY 800-462-7585)**. Operators can also answer questions about applications already submitted. Lines are open from 7 a.m. to 10 p.m. Central Standard Time daily. Those who use a relay service such as a videophone, InnoCaption or CapTel should update FEMA with their specific number assigned to that service.

After applying, here are a few reminders:

Clean up. Don't wait to start cleaning up. Be sure to photograph or video the damage and keep all receipts and contractors' estimates for repair work.

Home Inspections. If you applied to FEMA and said you are unable to live in your home because of disaster damage caused by Hurricane Zeta, FEMA may contact you to set up a remote home inspection. FEMA will ask about the type and extent of damage and may arrange to inspect the damage remotely, by phone or using a video-conferencing service.

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Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.

Weather the Storm: Download the FEMA App today



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AlabamaEMA Mission

To support our citizens, strengthen our communities, and build a culture of preparedness through a comprehensive Emergency Management (EM) program.

FEMA Mission

Helping people before, during, and after disasters.

Contact Us

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