



FEMA

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# News Release

## Louisiana Disaster Survivors Should Expect to Be Contacted

**BATON ROUGE, La.** — If you're a Louisiana disaster survivor who applied for federal help, you may get a text from FEMA to let you know about your application status.

In an effort to enhance communication with disaster survivors, FEMA is now using texts to connect with applicants. This allows survivors to communicate quickly and easily with the agency.

You may still be contacted through email or telephone if you chose one of those as your preferred communication method when you applied for federal help.

You may then check your application's status by going online to [disasterassistance.gov](http://disasterassistance.gov) or downloading and using the FEMA app and then logging into your account. You may also call the FEMA helpline at 800-621-3362. If you use TTY, call 800-462-7585. If you use 711 or Video Relay Service (VRS) call 800-621-3362. You may also use these resources to update your contact information.

Just ask if you require additional communication assistance. FEMA has access to foreign language and sign language interpreters and can provide materials in Braille, large print and electronic formats.

Remember never to provide personal information such as Social Security or bank account numbers to anybody. FEMA only requests this information when you first apply for federal disaster assistance. FEMA inspectors only require verification of identity.

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*Monitor DOTD's [www.511la.org](http://www.511la.org) website for updated road closure information. You can find the latest information on the state's response at [www.emergency.la.gov](http://www.emergency.la.gov). GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at [www.getagameplan.org](http://www.getagameplan.org).*

*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.*

*FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.*

*The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling 800-659-2955, emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov), or visiting SBA's website at [SBA.gov/disaster](http://SBA.gov/disaster). Deaf and hard-of-hearing individuals may call 800-877-8339.*