



FEMA

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# News Release

## What You Need to Know About FEMA's Inspection Process

**Lansing, Mich.** – A FEMA home inspection is a part of the process for verifying damage and loss for applicants following the May severe storms and flooding in Mid-Michigan. To ensure the health and safety of survivors and FEMA personnel, home damage inspections are being conducted primarily by phone, instead of in-person visits.

Keep in mind the following information so you know what to expect:

1. **After you apply with FEMA, an inspector will call you.** Most calls will occur within three days after submitting your application. The inspector's phone number may be from out of state, or show up on your caller ID as unavailable, so be sure to answer the phone. If the call goes to voicemail, the inspector will leave a call-back number, or you may receive a text message if no other contact is able to be made.
2. **Always make sure to keep your FEMA registration number handy, because the number will be verified during phone calls with an inspector.** Keep in mind: an inspector will **never** ask for your social security number or bank information. If you are in any doubt when receiving a call from someone stating they are FEMA personnel, do not give out any information, but call 800-621-3362 (TTY: 800-462-7585) between 7 a.m. and 10 p.m. ET to verify the call is legitimate.
3. **You will be asked questions about the type and extent of damage sustained.** Expect the call to last between 20 to 30 minutes. Note: inspectors do not make eligibility determinations; they only document the damage sustained to your home.
4. **After your home inspection has taken place, a record of the disaster-caused damage is given to FEMA.** From that record your eligibility for disaster assistance will be determined.
5. **If you qualify for a grant, the funds will be issued 7 to 10 days after your application.** A letter will also be sent explaining the assistance you qualified for. If you do not qualify for a grant, FEMA will send you a determination letter. You may always appeal the decision.

If you suspect someone is committing fraud, call the FEMA Disaster Fraud Hotline at 866-720-5721 or your local police department. If you have questions about the federal disaster assistance process, contact the FEMA Helpline at 800-621-3362 (TTY: 800-462-7585) between 7 a.m. and 10 p.m. ET.

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

English: [www.fema.gov/disaster/4547](http://www.fema.gov/disaster/4547)

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