



# FEMA

August 18, 2022

DR-4652-NM NR 012

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## News Release

### Incomplete Applications Preventing FEMA Assistance for Residents of New Mexico

**SANTA FE, New Mexico** – If you applied for FEMA assistance and have not received a response or if your application was deemed ineligible, we're probably missing some vital information. At present, we have applications that cannot be processed due to missing insurance documents or other required information.

Submitting a disaster assistance application is the first step, but FEMA also requires certain documents to complete your file. Without those documents, we can't process your application. For example, FEMA may be able to cover expenses your insurance did not. To do that, though, we must have copies of your insurance settlement or denial. These documents are required by law.

You may have received a decision letter stating your application is ineligible or no decision can be made at this time. Read that letter carefully. It tells you what actions are needed for FEMA to continue processing your paperwork. If you have questions or just want to talk through the application process, call the **FEMA Helpline at 800-621-3362**. Specialists staff the toll-free number from 7 a.m. to 10 p.m., seven days a week. If you use a relay service, give FEMA the number for that service. Multilingual operators are available (press 2 for Spanish).

You can also speak in-person with FEMA specialists at our Disaster Recovery Center at the Old Memorial Middle School in Las Vegas. They can assist with uploading documents or whatever needs to happen to complete your FEMA application.

FEMA specialists continue to call residents whose applications have been flagged for missing documents or details. These phone calls may come from unknown and possibly out-of-state numbers; residents are encouraged to answer or return our calls. However, you don't have to wait on a call from FEMA. You can call the Helpline and check the status of your application.

To address many of the common myths and rumors during the New Mexico wildfires, FEMA activated a rumor/myth webpage. You can access it online at [fema.gov/disaster/4652/faq-rumor](https://fema.gov/disaster/4652/faq-rumor).

For the latest information on the wildfires, visit [fema.gov/disaster/4652](https://fema.gov/disaster/4652). Follow us on Twitter at [twitter.com/FEMARegion6](https://twitter.com/FEMARegion6) and like us on Facebook at [facebook.com/FEMARegion6/](https://facebook.com/FEMARegion6/).

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

*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 833-285-7448. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Multilingual operators are available (press 2 for Spanish).*