



News Release

FOR IMMEDIATE RELEASE

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Public Information Office

Contact: Sally Shutt, Director

Telephone: 910-437-1921

E-mail: sshutt@co.cumberland.nc.us

FEMA Crews Begin Neighborhood Visits, Encourage All Affected by Flood to Register for Aid

FAYETTEVILLE, N.C. – Six Federal Emergency Management Agency (FEMA) Disaster Survivor Assistance crews are spreading out across Cumberland County today visiting areas hardest hit with flood damage as a result of Hurricane Matthew. Earlier in the week the teams worked with emergency shelter residents.

The survivor assistance teams will be working seven days a week for the next two weeks as they move throughout county explaining the FEMA registration process, updating information for residents who have already registered and assisting people in finding transitional housing.

The most important message right now is that all residents who have suffered damage should register, even if they think they may not be eligible for assistance. FEMA experts say county residents should register even if they have insurance, but only if their property was damaged by the floods or wind-driven damage. FEMA cannot duplicate insurance payments, but under-insured applicants may receive help after their insurance claims have been settled.

If you have applied and received a visit from a FEMA inspector, you will then receive a determination letter. Read the letter carefully and in its entirety. It may list any additional information you need to supply the agency.

FEMA officials will have credentials and be dressed in FEMA attire.

There are three ways to register for disaster assistance:

- Online: www.DisasterAssistance.gov
- By Phone: 1-800-621-3362 or TTY 800-462-7585
- In Person: Cumberland County is awaiting confirmation on when a Disaster Recovery Center (DRC) will open here. Once we have the dates and hours, that information will be released through all available outlets.

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