



FEMA

February 5, 2024

DR-4754-ME NR-02

FEMA News Desk: (617) 551-0631

FEMA email address: FEMA-R1-NewsDesk@fema.dhs.gov

News Release

How to Apply for FEMA Assistance After Severe Storms and Flooding from Dec. 17-21, 2023

Portland – Maine homeowners and renters in **Androscoggin, Franklin, Kennebec, Oxford and Somerset** counties who were affected by the Severe Storms and Flooding from Dec. 17-21, 2023, may apply for FEMA disaster assistance.

Survivors can apply for disaster assistance at www.DisasterAssistance.gov, by calling 1-800-621-3362 from 7 a.m. - 10 p.m. ET, or by using the [FEMA Mobile App](#). If you use video relay service (VRS), captioned telephone service or others, give FEMA your number for that service.

When you apply for assistance, have the following information ready:

- A current phone number where you can be contacted
- Your address at the time of the disaster and the address where you are now staying
- Your Social Security number
- A general list of damage and losses
- Banking information if you choose direct deposit
- If insured, the policy number or the agent and/or the company name

If you have a homeowner's or flood insurance policy, file your insurance claim immediately, before applying for federal assistance. The faster you file, the faster your recovery can begin. FEMA is unable to duplicate insurance payments. However, those without insurance, or those who may be underinsured, may still receive help after their insurance claims have been settled.

Disaster assistance may provide temporary help and a place to stay while you build your recovery plan. Although the federal government cannot make you whole, it may be able to help your recovery move forward by providing grants for basic repairs to make your home safe, accessible and secure.

For an accessible video on how to apply for assistance go to FEMA Accessible: [How to Register with Disaster Survivor Assistance - YouTube](#).

To learn more about the disaster response in Maine, please visit <https://www.fema.gov/disaster/4754>.

NR-02 FEMA Disaster Survivor Assistance Crews Support Maine Communities after Severe Storms and Flooding from Dec. 17-21, 2023.

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

FEMA does not discriminate on the basis of race, color, national origin, sex, sexual orientation, religion, age, disability, limited English proficiency and/or economic status.

FEMA provides free assistance and services to the public to ensure effective communication with FEMA personnel in order to understand FEMA programs.

If you need assistance to access a FEMA program or services, call FEMA at 1-833-285-7448 [press 1 for English, 2 for Spanish, 3 for the interpreters line], or send an email to: FEMACivilRightsOffice@fema.dhs.gov.



FEMA

February 6, 2024
DR-4754-ME NR-03
FEMA News Desk: (617) 551-0631
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News Release

FEMA Disaster Recovery Centers Open in Rumford and Skowhegan

PORTLAND, Maine – Disaster Recovery Centers (DRCs) are now open in Rumford and Skowhegan. The joint DRCs are a temporary facility established in partnership between Maine and FEMA that will help survivors from the severe storms and flooding from Dec. 17-21, 2023, apply for FEMA assistance, upload documents needed for their application and answer questions in person.

Centers are accessible to people with disabilities and access and functional needs. The facilities are equipped with assistive technology equipment that allows disaster survivors to interact with staff. If you need a reasonable accommodation or a sign language interpreter to communicate with FEMA, please call **1-833-285-7448**, press 2 for Spanish.

The center in **Rumford** is located at:

Rumford Municipal Building
145 Congress St.
Rumford, ME 04276

Open 7 days a week 8 a.m. to 6 p.m.

The center in **Skowhegan** is located at:

Somerset County Emergency Operations Center
4 County Dr.
Skowhegan, ME 04976

Open 7 days a week 8 a.m. to 6 p.m.

Representatives from the U.S. Small Business Administration (SBA) are on hand at the DRC to provide program information and explain how to apply for SBA's low-interest disaster loans for homeowners, businesses, private nonprofits, and renters, and provide printed information about repairs and rebuilding to make homes more disaster resistant.

Disaster survivors are encouraged to submit their SBA loan application as soon as possible. If your application is approved you are not obligated to accept the loan. However, failure to return the application may disqualify you from other types of financial assistance from FEMA.

A FEMA Hazard Mitigation Community Education Outreach Specialist will be on site to assist survivors in preparing for future incidents.

To find a DRC nearest you, click on the FEMA DRC link: [Fema.gov/drc](https://www.fema.gov/drc).

You may also register for assistance with FEMA through your smart phone, home computer or by phone. The fastest ways to apply for assistance are:

- Online at [DisasterAssistance.gov](https://www.DisasterAssistance.gov)
- By phone at **1-800-621-3362**. Press 1 for English, 2 for Spanish and 3 for all other languages. If you use video relay service (VRS), captioned telephone service or others, give FEMA your number for that service. Phone lines operate from **7 a.m. to 10 p.m.** seven days a week.
- Download [FEMA's Mobile App](#). Select Disaster Resources and click on Apply for Assistance Online.

To learn more about the disaster response in Maine, please visit <https://www.fema.gov/disaster/4754>.

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FEMA

DISASTER ASSISTANCE

To apply and get answers to your questions, call:

1-800-621-3362

711 or Video Relay Service (VRS): 1-800-621-3362

Please have the following available:

- Your address with zip code
- Condition of your damaged home
- Insurance information, if available
- Social Security number
- Phone number where you can be contacted
- Address where you can get mail or email address to receive electronic notifications

Direct Deposit: Disaster assistance funds can be sent directly to your bank account. Please provide your bank account type, account number and bank routing number.

Stay in touch with FEMA: When you apply, you will receive a FEMA registration number. Save it. You will need the number whenever you contact FEMA.



**Online registration
also available**



DisasterAssistance.gov
ACCESS TO DISASTER HELP AND RESOURCES

Disaster assistance is available without regard to race, color, religion, national origin, sex, age, disability, English proficiency or economic status.