



FEMA

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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>.

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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: [FEMA-CivilRightsOffice@fema.dhs.gov](mailto:FEMACivilRightsOffice@fema.dhs.gov).