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# News Release

## **Calls from FEMA May Appear to Come from Unidentified Numbers**

**NASHVILLE** – FEMA is calling some residents of Davidson, Putnam and Wilson counties to follow up on their application for disaster assistance. These calls may appear on the applicant’s phone as coming from unidentified phone numbers.

When making the call, a National Processing Service Center representative will state the applicant’s FEMA identification number, telephone number, address of damaged property and the last four digits of the applicant’s Social Security number. These are official calls carried out by FEMA specialists.

The number may appear to be from an unidentified source because specialists are teleworking, using FEMA phones, as a result of safety precautions that follow protocols from the Centers for Disease Control for the COVID-19 virus.

FEMA assures applicants that the information they provided to FEMA with their application is securely maintained by the agency. FEMA Individual Assistance specialists are authorized to have the information when contacting the applicants.

Applicants who feel uneasy about talking to callers on unidentified phones may instead obtain application status updates in other ways. To do so, go online to [DisasterAssistance.gov](https://www.fema.gov/disaster/assistance), download the FEMA app on a smartphone or call the disaster assistance helpline at **800-621-3362** or **800-462-7585** (TTY).

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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 at 800-621-FEMA (3362). For TTY call 800-462-7585.*

*FEMA’s temporary housing assistance and grants for medical, dental, funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to SBA loan officers to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.*