



FEMA

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News Release

How to Apply for FEMA Assistance After Tropical Storm Helene

ATLANTA, Ga.- North Carolina homeowners and renters in 25 counties and the Eastern Band of Cherokee Indians who had uninsured damage or losses caused by Tropical Storm Helene may be eligible for FEMA disaster assistance.

FEMA may be able to help with serious needs, displacement, temporary lodging, basic home repair costs, personal property loss or other disaster-caused needs. Homeowners and renters in Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes and Yancey counties and the Eastern Band of Cherokee Indians can apply.

There are several ways to apply: Go online to DisasterAssistance.gov, use the [FEMA App](#) or call 800-621-3362 from 7 a.m. to 11 p.m. ET daily. The telephone line is open every day and help is available in most languages. If you use a relay service, such as Video Relay Service (VRS), captioned telephone or other service, give FEMA your number for that service.

To view an accessible video on how to apply, visit [Three Ways to Apply for FEMA Disaster Assistance - YouTube](#).

FEMA's disaster assistance offers [new benefits](#) that provide flexible funding directly to survivors. In addition, a simplified process and expanded eligibility allows North Carolinians access to a wider range of assistance and funds for serious needs.

What You'll Need When You Apply

- 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 homeowners, renters or flood insurance, you should file a claim as soon as possible. FEMA cannot duplicate benefits for losses covered by insurance. If your policy does not cover all your disaster expenses, you may be eligible for federal assistance.

For the latest information about North Carolina's recovery, visit [fema.gov/disaster/4827](https://www.fema.gov/disaster/4827). Follow FEMA on X at [x.com/femaregion4](https://twitter.com/femaregion4) or on Facebook at [facebook.com/fema](https://www.facebook.com/fema).

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

FEMA is committed to ensuring disaster assistance is accomplished equitably, without discrimination on the grounds of race, color, nationality, sex, sexual orientation, religion, age, disability, English proficiency, or economic status. Any disaster survivor or member of the public may contact the FEMA Office of Civil Rights if they feel that they have a complaint of discrimination. FEMA's Office of Civil Rights can be contacted at FEMA-OCR@fema.dhs.gov or toll-free at 833-285-7448.