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News Release

Duval County Designated for Individual Assistance

TALLAHASSEE, Fla .– Homeowners, renters and business owners in **Duval County** may now apply for federal disaster assistance for uninsured and underinsured damages and losses resulting from Hurricane Matthew.

Brevard, Flagler, Indian River, Putnam, St. Johns and Volusia counties are already designated for Individual Assistance.

To be eligible for federal aid under FEMA’s Individual Assistance Program, storm damage and losses from the hurricane and flooding must have occurred as a result of Hurricane Matthew, beginning on October 3.

Survivors are encouraged to register with FEMA as soon as possible. **If you preregistered with FEMA, you do not have to apply again.** If you have phone and/or internet access, you may register:

- Online at DisasterAssistance.gov, or
- On the [FEMA Mobile App](#), or by
- Calling **800-621-3362** (FEMA). Applicants who use **711** or Video Relay Service may also call **800-621-3362**. People who are deaf, hard of hearing or have a speech disability and use a **TTY** may call **800-462-7585**.
- The toll-free numbers are open from **7 a.m. to 10 p.m., seven days a week**.
- Multilingual operators are available.

Don’t be discouraged if you do not have access to telephone or internet service. Disaster survivor assistance specialists are helping people register for assistance in designated counties. Additionally, disaster recovery centers are planned to open in the near future.

Assistance for eligible survivors can include grants for temporary housing and home repairs, and for other serious disaster-related needs, such as medical and dental expenses or funeral and burial costs.

Long-term, low-interest disaster loans from the U.S. Small Business Administration (SBA) also may be available to cover losses not fully compensated by insurance and do not duplicate benefits of other agencies or organizations.

Survivors should contact their insurance company to file their insurance claim. FEMA is unable to duplicate insurance payments. However, those without insurance or those who may be underinsured may still receive help.

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*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 toll-free at **800-621-3362** or **TTY at 800-462-7585**.*

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow FEMA on twitter at [@femaregion4](#). Download the FEMA app with tools and tips to keep you safe before, during, and after disasters.

*The SBA is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling **800-659-2955**, emailing disastercustomerservice@sba.gov, or visiting SBA's website at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call **800-877-8339**.*