

# FEMA Pre-Call Checklist

## COVID-19 FUNERAL ASSISTANCE APPLICATION INFORMATION

**844-684-6333 | TTY: 800-462-7585**

**HOURS OF OPERATION:** Monday - Friday | 9 a.m. to 9 p.m. Eastern Time

If you are applying for FEMA's COVID-19 funeral assistance program, you will need to gather some information and documentation to ensure a smooth process.

After reviewing the checklist below, call FEMA's hotline at **844-684-6333** to get started. FEMA has been experiencing a high call volume, so if you get a busy signal, try calling again in a few minutes.

### **BELOW IS A LIST OF INFORMATION THAT YOU WILL NEED PRIOR TO YOUR CALL:**

- Applicant social security number
- Applicant name
- Applicant date of birth
- Applicant email (optional)
- Applicant phone numbers
- Zip code of the place of death
- Street address of place of death
- Applicant's address
- County of death/county of applicant's residence
- Date the funeral expenses were incurred (Refer to your invoice or funeral bill.)
- Alternate sources of funding received, i.e. assistance from public or private organizations, donations, or funeral or burial insurance
- Deceased's name, social security number and date of birth (For each deceased individual, if applicable.)
- Co-applicant information (There can be no more than 2 applicants. Provide name, social security number, and date of birth.)

- Current gross annual income (This information is not used for qualification purposes. Refer to your latest tax return or provide an estimate.)
- Choose whether you want to receive funds by check or direct deposit (If direct deposit is preferred, have your bank information ready.)
- Choose whether you want correspondence in English or Spanish
- Choose whether you want correspondence by email or mail (If email is chosen, go to [www.disasterassistance.gov](http://www.disasterassistance.gov) to set up an account. PDF or JPG files may be uploaded directly to this account.)

FEMA will then offer to provide you with contact information for mental health services, if needed.

**GATHER NECESSARY DOCUMENTATION TO PROCESS YOUR APPLICATION, INCLUDING:**

- Death certificate indicating the death was COVID-19 related
- Funeral home contracts or receipts that show liability and payment
- Alternate sources of funding received

If you have an account at [www.disasterassistance.gov](http://www.disasterassistance.gov), you may upload documents to your account. Otherwise, mail or fax documentation to:

FEMA  
P.O. Box 10001  
Hyattsville, MD 20782  
Fax: 855-261-3452, ATTN: FEMA at the top

**ALL CORRESPONDENCE MUST INCLUDE:**

- FEMA Registration Number (This identifies the specific case, which is provided during the application process.)
- FEMA Disaster Number (This number is provided during the application process.)
- Name of applicant
- Last four digits of your social security number

**PLEASE NOTE:** When you call back to check on the status of your application, you will be asked a series of four identifying questions. These questions will be based on personal identifying information of record, such as a previous address.