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## NEWS RELEASE

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### Citizens in Norfolk and Region 11 Asked to Report All Flood Damage to FEMA

FEMA (Federal Emergency Management Agency) has requested that EVERYONE, no matter how minor the damage, file a claim at <https://www.disasterassistance.gov> and click the “*apply online*” icon or by downloading the FEMA app on our smart phone and click on “*disaster resources*,” then “*apply for assistance online*.”

At the end of the claim it will inform you that your county has not had an individual assistance declaration, but proceed with the claim anyway. If your county receives an individual assistance declaration, then the FEMA computer will process all of the pre-registered entries residents have already filed. Please select March 9, 2019 as the disaster start date.

Claims can also be made by phone. Call FEMA’s toll-free registration line at **800—621-3362 or (TTY) 800-462-7585**. Telephone registration is available from 7 a.m. until 10 p.m. CDT seven days a week.

Victims of the flood need to document everything related to damage sustained by the recent flood. Take pictures, save receipts, and write everything down that was damaged. You will also need to file a claim through your insurance. FEMA will need to see the denial letter from your insurance before monies are awarded. The claims that you are submitting will show FEMA what kind of damage we have sustained in our area.

To clarify, counties within Region 11 (Antelope, Madison, and Pierce counties) have received a public assistance declaration (infrastructure, rescue, police, etc), but have not yet received an individual assistance declaration. The evaluation is still ongoing with NEMA/FEMA officials. A disaster website has been created at [fema.gov/disaster/4420](http://fema.gov/disaster/4420) and the information is updated daily.

Two FEMA representatives will be housed at the City of Norfolk Administration Office (309 N. 5<sup>th</sup> Street, Norfolk, NE 68701) for two months to help and answer all questions.

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