

# Did You Know?

The automated phone system provides disaster assistance application status without waiting for an agent.

Call **1-800-621-3362**, select “Check Application Status” and receive your:

- ✓ Application status.
- ✓ Last status update.
- ✓ Application submission date.
- ✓ Instructions on the appeal process.

Here is how it works:

**1**

**Call 1-800-621-3362**



**2**

Listen to the prompts and choose **Check Application Status**

To confirm your ID provide:

**3**

Your **9 Digit Registration ID**.

Example: “#####”

The ID can be found on the **top left corner** of your paper application or in the **top right corner** of the screen in your online account.

#####



The last four digits of your **Social Security Number**.

Example: “####”

Your **Date of Birth**.

Example: “MM-DD-YYYY”

**4**

**Once your ID is confirmed, listen to the automated phone system to receive:**

- ✓ Your Application Submission Date.
- ✓ The date and time your Application status was last updated.
- ✓ Whether your application is eligible, ineligible, pending, a non-registration, or canceled.
- ✓ Information on how to appeal a decision.

From here, you can speak with an agent (during normal hours of operation) or simply hang-up and end the call.

The automated system has zero wait time, and is available **24 hours a day, 7 Days a week**, even when the contact center is closed!