

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 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, 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:

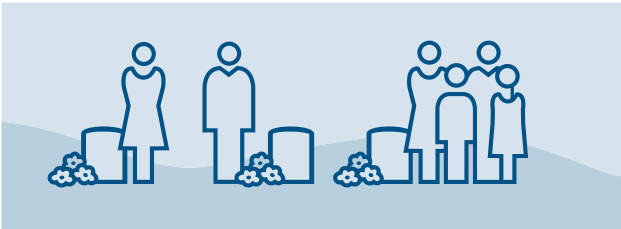
- FEMA Registration Number (This identifies the specific case, which is provided during the application process.)
- FEMA Disaster Number (This number is provided during the application process.)
- Name of applicant
- Last four digits of your social security number

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.

Coronavirus (COVID-19) Funeral Assistance

The COVID-19 pandemic has brought overwhelming grief to many families. At FEMA, our mission is to help people before, during and after disasters. We are dedicated to helping ease some of the financial stress and burden caused by the virus.

FEMA is providing financial assistance for COVID-19-related funeral expenses incurred after January 20, 2020.



To be eligible for funeral assistance, you must meet these conditions:

- The death must have occurred in the United States.
- The applicant must be a U.S. citizen, non-citizen national or qualified alien who incurred funeral expenses after January 20, 2020.
- There is no requirement for the deceased person to have been a U.S. citizen, non-citizen national or qualified alien.
- The deceased person's death certificate must indicate the death was attributed to or caused by COVID-19. If a death occurred between Jan. 20 and May 16, 2020, and the death certificate doesn't attribute the death to COVID-19, include a signed statement from the death certificate's certifying official, local coroner or medical examiner that links the cause of death to COVID-19.

Which expenses will qualify for reimbursement?

Examples of eligible expenses may include, but not limited to:

- Transportation to identify the deceased individual
- The transfer of remains
- A burial plot or cremation niche
- A marker or headstone
- Clergy or officiant services
- The use of funeral home equipment or staff
- Cremation or interment costs

What information do I need to provide to FEMA?

Please have the following information before contacting FEMA to apply:

- Name, social security number, date of birth, mailing address and contact phone numbers.
- Name, social security number and date of birth for each deceased individual.
- Location or address where the deceased individual passed away.
- Documentation and receipts for any assistance already received from other sources, including burial or funeral insurance, donations, voluntary agencies, other government programs or non-profit organizations.
- The name and information of any co-applicant(s) if anyone besides yourself incurred funeral expenses for the deceased individual(s).

HOW DO I APPLY FOR THIS ASSISTANCE?

Call FEMA's COVID-19 Funeral Assistance Helpline at 1-844-684-6333 (TTY: 800-462-7585) from 9 a.m. to 9 p.m. ET, Monday – Friday and begin the application process.

For fastest service following your application, you can begin submitting documentation online through [Disasterassistance.gov](https://disasterassistance.gov), by fax 855-261-3452.

You can also visit us online at [FEMA.gov/funeral-assistance/faq](https://fema.gov/funeral-assistance/faq). Information is provided in several languages both by telephone and the website.

Documents may also be mailed to:
COVID-19 Funeral Assistance
P.O. Box 10001
Hyattsville, MD 20782



FEMA

Asistencia para gastos fúnebres por COVID-19

La pandemia de COVID-19 ha causado tanto desconsuelo para tantas familias. En FEMA, nuestra misión es ayudar a las personas antes, durante y después de los desastres. Permanecemos comprometidos en brindar algún alivio en la presión y carga económica que este terrible virus ha causado.

FEMA proporciona asistencia económica para los gastos fúnebres relacionados con COVID-19 incurridos después del 20 de enero de 2020.



Para ser elegible a la asistencia para gastos fúnebres, usted deberá cumplir con las siguientes condiciones:

- La muerte debe haber ocurrido en los Estados Unidos, incluyendo los territorios estadounidenses y el Distrito de Columbia.
- El certificado de defunción debe indicar que la muerte se atribuyó a o fue causada por COVID-19.
- El solicitante debe ser ciudadano estadounidense, nacional no ciudadano o extranjero cualificado que incurrió en gastos fúnebres después del 20 de enero de 2020.
- No existe un requisito que estipule que la persona fallecida deba haber sido ciudadano estadounidense, nacional no ciudadano o extranjero cualificado.

¿Qué gastos fúnebres cualificarán para ser reembolsados?

Ejemplos de gastos elegibles para servicios fúnebres y entierro o cremación pueden incluir, pero no se limitan a:

- el traslado de los restos
- féretro o urna
- parcela de entierro o nicho de cremación
- marcador o lápida
- servicios de oficiantes o clero
- uso de equipo o personal de empresa fúnebre
- costos de cremación o sepelio
- costos asociados con la emisión
- certificación de múltiples certificados de defunción

¿Qué información debo proporcionar a FEMA?

Usted necesitará la siguiente información para solicitar la asistencia:

- Su nombre, número de seguro social, fecha de nacimiento, dirección postal y número de teléfono.
- El nombre, número de seguro social y fecha de nacimiento de cada persona fallecida.
- Lugar o dirección donde murió la persona fallecida.
- Documentos y recibos de toda la asistencia que ha recibido proveniente de otras fuentes, que incluyen los seguros de sepelio o funeral, donativos, agencias voluntarias, otros programas gubernamentales u organizaciones sin fines de lucro.
- Si usted y otra persona incurrieron en gastos fúnebres por la misma persona fallecida, usted puede incluir a esa persona como co-solicitante. Para esto, incluya el nombre, número de seguro social y fecha de nacimiento en la solicitud.

¿CÓMO SOLICITO ESTA ASISTENCIA?

Llame a la línea de ayuda de FEMA para gastos fúnebres por COVID-19 al 1-844-684-6333 (TTY: 800-462-7585) de lunes a viernes entre las 9 a.m. y 9 p.m. (hora del este), para iniciar el proceso de solicitud.

Para servicio más rápido después de solicitar, comience a someter la documentación en línea en Disasterassistance.gov/es o por fax, al 855-261-3452.

También puede enviar sus documentos por correo postal a:
COVID-19 Funeral Assistance
P.O. Box 10001
Hyattsville, MD 20782

PREGUNTAS FRECUENTES

También puede visitar nuestra **página web** en FEMA.gov/es/funeral-assistance. La información multilingüe está disponible por teléfono y en la página web.



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