



Joint Information Center - JIC Recovery Release No. 102
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**Typhoon Mawar Survivors Can Authorize a Third Party for FEMA Inspection;
FEMA Disaster Recovery Center in Mangilao to Close Aug. 16, Help is Still Available**

Once Typhoon Mawar survivors register for assistance, FEMA is required to verify losses to determine if they are eligible for the disaster assistance. FEMA's standard loss verification method is an on-site inspection by a FEMA inspector. If you cannot meet the inspector at your home, you have the option to write to FEMA to authorize a third party, such as a family member, neighbor or landlord, to attend the inspection on your behalf. This is especially helpful if you are currently away from the island, but your family members or friends can act on your behalf.

How to Request Third-Party Inspection

A FEMA on-site inspection usually takes place within two weeks after you register for disaster assistance. Inspectors will only meet with the applicant, co-applicant, or a designated third party to perform an inspection. Federal privacy laws require FEMA to get permission from you in writing before sharing your information with anyone else. If you want to authorize a third party to meet with the inspector, FEMA will require a Written Consent letter, a completed Authorization for the Release of Information Under the Privacy Act form, or a Power of Attorney, Guardianship, or Conservatorship document from you. You can call FEMA Helpline 800-621-3362, visit a Disaster Recovery Center, or write to FEMA to obtain related documents.

- You should provide the information of the third party, including the name of the third party and the valid phone number, and you need to verify in the Written Consent that the inspector will be able to gain entry to the damaged dwelling.
- The third party must be over the age of 18 to attend the inspection on your behalf.
- This authorizes a third-party representative approved by you to meet with the inspector and answer any necessary questions as part of the inspection.

You can write to FEMA to return the information of your authorized third party in one of the following ways:

- Upload to your disaster account at DisasterAssistance.gov. Click "Check Status" on the home page and follow the instructions. You must create an online account to upload your documents electronically to FEMA.
- Mail to FEMA, P.O. Box 10055, Hyattsville, MD 20782-8055.
- Fax to 800-827-8112.

If your pre-disaster home is not accessible, you may meet the FEMA inspector at another location. If you have limited English proficiency, or you are deaf or hard of hearing, you can request translation services, a qualified sign language interpreter, or other accommodations for inspections. All FEMA inspectors are issued a badge identifying them as a FEMA contractor or employee. In some cases, FEMA may conduct another inspection to validate losses, for example, you appealed FEMA's determination. The appeal inspection will be done by a different inspector, not the same one who visited your residence the first time. FEMA makes every effort to ensure a fair and impartial assessment.

FEMA is still in Guam to support Typhoon Mawar survivors after the July 27 deadline to apply for FEMA Individual Assistance.

FEMA Disaster Recovery Center in Mangilao to Close Aug. 16, Help is Still Available

Guam Homeland Security Office of Civil Defense, FEMA and the village of Mangilao, will close the Disaster Recovery Center at the Guam Community College, but help is still available. The following Disaster Recovery Center will cease operations at the close of business on August 16, 2023:

- Guam Community College: 1 Sesame St., Building E, Mangilao, 96913

Hours of Operation: 8 a.m. to 6 p.m. Monday through Friday, 9 a.m. to 5 p.m. Saturday, Closed Sunday

Disaster Recovery Centers are barrier-free and provide equal access to all visitors. If you use American Sign Language or assistive technology, and if you need accommodations to communicate, please notify FEMA staff at the center immediately. Although this center is closing, help is still available. Survivors whose homes were damaged by the Typhoon Mawar can still get updates about applications, learn about the appeals process or check the status of their claim the following ways:

- Call the FEMA Helpline at 800-621-3362;
- Log into their account at [DisasterAssistance.gov](https://disasterassistance.gov); or
- Use the [FEMA Mobile App](#)

If you haven't applied for federal disaster assistance yet, please do so at disasterassistance.gov, by using the [FEMA mobile app](#), by calling 800-621-3362 (The Helpline is available 24 hours a day/ 7 days a week at no cost for Guam residents).

Visit the following links for the latest information:

- Governor's Facebook: <https://www.facebook.com/govlougum>
- GHS/OCD Website: <https://ghs.guam.gov/>
- GHS/OCD Facebook: <https://www.facebook.com/GHSOCD/>

For more information, contact the Joint Information Center at (671) 478-0208/09/10.

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