



Joint Information Center - JIC Recovery Release No. 39
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What to Expect From Official FEMA Inspections; Report Suspicious Activity to Local Authorities

What to Expect from Official FEMA Inspections:

The Federal Emergency Management Agency (FEMA) inspections are ongoing for those that applied for disaster assistance for damages caused by Typhoon Mawar.

FEMA inspections will help determine whether a home is safe, sanitary and livable. To determine whether an applicant is eligible for assistance, FEMA considers the home's interior and exterior structural soundness; whether the electrical, gas, heat, plumbing and sewer or septic systems are functional; and whether the home is livable and can be entered and exited safely. FEMA inspections will also consider damages to personal property.

The first step for a FEMA inspection starts with a phone call, text message or email from a FEMA inspector to the applicant to schedule an appointment. Be aware that phone calls from FEMA may come from an unknown number. The inspector will try to make contact up to three times over three days. The case will be locked if the inspector cannot reach you after three attempts.

The inspection process usually takes 30 to 40 minutes. If you were able to take photos or video of interior or exterior damage to the home, show them to the inspector.

Those who are unable to meet with the FEMA inspector for an inspection can have a friend or relative act on their behalf to meet with the inspector. But first they must submit to FEMA a written and signed request for third-party involvement, which is a legal document, authorizing another person who is at least 18 years of age to meet with the inspector and to provide and receive information from FEMA on their behalf.

Important to Know:

- The inspector will not be collecting any documentation and will never ask for personal information like a Social Security number.
- FEMA never charges for an inspection.
- If a FEMA inspector comes to your home and you did not submit a FEMA application, your information may have been used without your knowledge to create a FEMA application. If so, please inform the inspector that you did not apply for FEMA assistance so they can submit a request to stop all further processing on the application.
- A fraudulent application could be a sign of identity theft. For information on what to do if you suspect identity theft, please visit [identitytheft.gov](https://www.identitytheft.gov).
- If you wish to apply for FEMA assistance after stopping an application made in your name without your knowledge, the FEMA Helpline will need to assist you in creating a new application. Call 1-800-621-3362.

Report Suspicious Activity to Local Authorities:

The community is advised to be aware of potential con artists or criminals posing as disaster assistance in order to obtain money, steal personal information, or garner items. Be mindful that:

- Disaster assistance officials carry official photo ID badges;

- Disaster assistance officials never charge applicants for disaster assistance, inspections or help in filling out applications;
- Be wary of unexpected phone calls or visits from people claiming to be housing inspectors or claiming they work for FEMA if they do not reference your application number. Know that official FEMA representatives will have your FEMA application number to reference;
- Do not give out banking information to a person claiming to be a housing inspector.

The community is advised to report any suspicious activity or suspected fraud to local law enforcement or the Mariana Regional Fusion Center (MRFC) at (671) 475-0400 or via email at mrfc@ghs.guam.gov, following the Department of Homeland Security's campaign, "If You See Something, Say Something." Information that is provided to the MRFC will be recorded and properly disseminated to all pertinent authorities.

The Joint Information Center is aware of a circulating message purporting that the American Red Cross is giving away money, and providing an unofficial contact number. Note the official contact number for the American Red Cross is 1 (800) 733-2767. The community is reminded to avoid sharing unofficial information and messages further, to avoid confusion.

Visit the following links for the latest information:

- Governor's Facebook: <https://www.facebook.com/govlouguaam>
- 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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