



FEMA

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News Release

Be Alert to Fraud After Tropical Storm Helene in North Carolina

ATLANTA - North Carolinians should be aware that con artists and criminals may try to obtain money or steal personal information through fraud or identity theft after Tropical Storm Helene. In some cases, thieves try to apply for FEMA assistance using names, addresses and Social Security numbers they have stolen from people affected by the disaster.

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 this happens, please inform the inspector that you did not apply for FEMA assistance so they can submit a request to stop further processing of the application.

If you did not apply for assistance but receive a letter from FEMA, please call the FEMA Helpline at 800-621-3362. The helpline will submit a request to stop further processing of that application.

If you do want to apply for FEMA assistance after stopping an application made in your name without your knowledge, the helpline will assist you in creating a new application.

Scams

FEMA Disaster Survivor Assistance (DSA) crews, housing inspectors and other officials will be working in areas impacted by Tropical Storm Helene. They carry official photo identification badges. FEMA representatives never charge applicants for disaster assistance, inspections or help in filling out applications. Their services are free.

Don't believe anyone who promises a disaster grant in return for payment.

Don't give your banking information to a person claiming to be a FEMA housing inspector. FEMA inspectors are never authorized to collect your personal financial information.

If you believe you are the victim of a scam, report it immediately to your local police or sheriff's department or contact North Carolina Attorney General's Office at 877-566-7226 or visit ncdoj.gov/protecting-consumers/.

If you have knowledge of fraud, waste or abuse, you can report these tips – 24 hours a day, seven days a week – to the FEMA Disaster Fraud Hotline at 866-720-5721. You can also email StopFEMAFraud@fema.dhs.gov to report a tip.

For the latest information about North Carolina Tropical Storm Helene recovery, visit fema.gov/disaster/4827. Follow FEMA on X at x.com/femaregion4 or on Facebook at facebook.com/fema.

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FEMA's mission is helping people before, during and after disasters.

FEMA is committed to ensuring disaster assistance is accomplished equitably, without discrimination on the grounds of race, color, nationality, sex, sexual orientation, religion, age, disability, English proficiency, or economic status. Any disaster survivor or member of the public may contact the FEMA Office of Civil Rights if they feel that they have a complaint of discrimination. FEMA's Office of Civil Rights can be contacted at FEMA-OCR@fema.dhs.gov or toll-free at 833-285-7448.