



September 24, 2018
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Fact Sheet

Get Help Registering for Disaster Assistance in New Hanover, Craven and Carteret counties this week

Three Mobile Registration Intake Centers are open 9 a.m. to 7 p.m. every day through Sept. 29 at the following locations:

New Hanover County

(Old Sears building) 3500 Oleander Drive in Wilmington

Craven County

Havelock City Hall, 1 Governmental Avenue in Havelock

Carteret County

County Health Department, 3820 Bridges Street in Morehead City

Hurricane Florence survivors are encouraged to visit the centers if they need help registering for disaster assistance. The centers are staffed by FEMA Disaster Survivor Assistance teams.

Disaster Survivor Assistance staff can:

- Register survivors for disaster assistance,
- Help survivors update their records and information with FEMA, and
- Make referrals to local, state, and voluntary agency partners.

During this process, specialists will ask for some personal information including:

- Social security number,
- Annual income and bank information, and
- Names of occupants of the impacted property.

Like all FEMA field personnel, team members can be identified easily by their photo identifications and the FEMA logo on their shirts. Residents are encouraged to ask for official identification before providing personal information.

(more)

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Survivors do not need to visit a Mobile Registration Intake Center to register for assistance. Survivors can register for assistance by the following methods:

- ✓ Download the [FEMA app](#).
- ✓ Visit [DisasterAssistance.gov](https://www.disasterassistance.gov).
- ✓ Call **800-621-FEMA (3362)** or **TTY 800-462-7585**. Multilingual operators are available; press 2 for Spanish. The toll-free numbers are open from 7 a.m. to 10 p.m. ET, seven days a week.

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