

# FEMA PRE-CALL CHECKLIST

## FOR COVID-19 FUNERAL ASSISTANCE

*If you are applying for FEMA's COVID-19 Funeral Assistance program, make sure you read over this list BEFORE you contact FEMA. Having these things on hand when you call will streamline the process and shorten your time on the phone.*

*When you have everything together and you're ready to apply, call FEMA's Funeral Expense hotline at 844-684-6333. A trained representative will walk you through the application process.*

*As you can imagine, FEMA has received a lot of calls. Each call takes about 20 minutes. If you get a busy signal, just hang up and try again in a few minutes.*

### HERE IS THE DOCUMENTATION YOU WILL NEED FOR YOUR CALL:

- Death certificate that indicates the death was COVID-19 related (If the death certificate does not specify COVID causes, you may get help anyway. Visit FEMA's website for details: <https://www.fema.gov/disaster/coronavirus/economic/funeral-assistance>)
- Funeral home contracts and/or receipts that show liability and payment
- Alternate sources of funding received, i.e. assistance from public or private organizations, donations, or funeral or burial insurance

### INFORMATION ABOUT THE APPLICANT:

- Applicant name
- Applicant social security number
- Applicant date of birth
- Applicant email (optional)
- Applicant phone numbers
- Applicant address

### INFORMATION ABOUT THE DECEASED:

- Zip code of the place of death
- Street address of place of death
- County of death/county of applicant's residence
- Date the funeral expenses were incurred (Refer to your invoice or funeral bill.)
- Deceased's name, social security number and date of birth (For each deceased individual, if applicable.)

*Checklist continues on next page...*

## Checklist Continued...

### ADDITIONAL INFORMATION NEEDED:

- 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.)
- Decide if 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.
- Determine whether you want to correspond by email or mail. (If you choose email, create an account at [www.disasterassistance.gov](http://www.disasterassistance.gov). You will be able to upload PDF and/or JPG files directly to this account.)

If you'd like, FEMA can provide information on mental health services.