



March 26, 2019  
DR-4419-AL NR 013  
State News Desk: (205) 280-2254  
FEMA News Desk: (334) 274-9217

# News Release

## Disaster Recovery Centers to Close, But Help Remains

**MONTGOMERY, Ala.** – The State/FEMA disaster recovery centers (DRCs) in Lee County will close permanently **Saturday Mar. 30, 2019.**

Working with city and county officials, the Alabama Emergency Management Agency and FEMA closely monitor visits to DRCs. The closure of DRCs marks a major milestone in the disaster recovery process. Centers close when traffic slows at those locations.

The centers are located at:

Providence Baptist Church  
2807 Lee Road 166  
Opelika, Al 36804  
Hours: 7 a.m. – 7 p.m.  
Closing Saturday March 30 at 7 p.m. (CDT)

Smiths Station City Hall  
2336 Lee Road 430  
Smiths Station, Al 36877  
Hours: 7 p.m. – 5 p.m.  
Closing Saturday March 30 at 5 p.m. (EDT)

Help for survivors will still be available after the DRCs close.

The FEMA Helpline is staffed from 7 a.m. to 10 p.m. local time seven days a week until further notice. Call 800-621-3362 (voice, 711 or video relay services) or 800-462-7585 for TTY users. Use the Helpline to:

- Register with FEMA for assistance.
- Provide a change of address, telephone and bank account numbers and insurance information.
- Receive information about FEMA home inspections.
- Get other questions answered about federal disaster assistance.
- Ask questions about a determination letter from FEMA.
- Learn how to appeal a FEMA decision.
- Applicants should have the nine-digit FEMA registration number issued when they registered for assistance.

Survivors are also strongly encouraged to set up a disaster account with FEMA online. This is an easy way to keep in touch with FEMA. Applicants can:

- Upload critical documentation.
- Check the status of the application and inspection.
- Update personal information, such as current mailing address and phone number.
- Securely view messages from FEMA.
- Access the FEMA Internet Helpdesk (for online account issues only).

To set up a disaster account online:

- Go to <https://www.DisasterAssistance.gov>
- Select the “Create Account” button at the bottom of the page and follow instructions.
- A PIN will be sent to the email address on file. You can then log into your account.
- Documents can be uploaded in the Upload Center. (This page takes you to the login if you are returning to add more documents: <https://go.usa.gov/xUPX5>)

Applicants can submit important documents as well by faxing them to (800) 827-8112, being sure to include the registration number prominently on the cover page, or by mailing them to:

FEMA – Individuals & Households Program  
National Processing Service Center  
P.O. Box 10055  
Hyattsville, MD 20782-8055

Remember that applicants must submit documents to FEMA either by uploading, faxing or mailing them. Simply showing them to a FEMA inspector will not suffice.

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*FEMA’s mission: Helping people before, during, and after disasters.*

*Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.*

*FEMA’s temporary housing assistance and grants for public transportation expenses, medical and dental expenses, and funeral and burial expenses do not require individuals to apply for an SBA loan. However, applicants who receive SBA loan applications must submit them to SBA loan officers to be eligible for assistance that covers personal property, vehicle repair or replacement, and moving and storage expenses.*