



The application process for reimbursement of COVID-19 related funeral expenses must begin with the applicant calling FEMA's toll-free number below.

### COVID-19 Funeral Assistance Line Number

Applications begin on **April 12, 2021**  
**844-684-6333** | TTY: **800-462-7585**

#### Hours of Operation:

Monday – Friday, 9 a.m. to 9 p.m. Eastern Time

To ensure the registration call goes smoothly, we recommend gathering the following information prior to making the call.

- **Social Security number** for the applicant and the deceased individual
- **Date of birth** for the applicant and the deceased individual
- Current **mailing address** for the applicant
- Current **telephone number** for the applicant
- Location or address **where the deceased individual passed away**
- Information about **burial or funeral insurance policies**
- Information about other **funeral assistance received**, such as donations
- **CARES Act** grants and assistance from voluntary organizations
- **Routing and account number** of the applicant's **checking or savings account** (for direct deposit, if requested)

Once an applicant has applied for COVID-19 Funeral Assistance and is provided an application number, they may provide supporting documentation to FEMA a few ways:

- Upload to their DisasterAssistance.gov account (recommended)
- Fax documents
- Mail documents

While funeral homes are not permitted to apply to FEMA, we have been trained on the process and stand ready to assist you in any way we can. We will gladly provide documentation, assist you with uploading documents to DisasterAssistance.gov, or request amendments to death certificates that may not have the required COVID-19 language. When in doubt, please call.

\*Information gathered from FEMA.gov

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