



SCEMD



FEMA

Hurricane Matthew | DR-4286-SC

NEWS RELEASE 032

For Immediate Release

FEMA/State Joint Information Center

803-737-8515 | Social: [@SCEMD](#)

SCEMD: 803-737-8500

FEMA NEWS DESK: 803-714-1412

Help Remains After Disaster Recovery Centers Close in Walterboro, Ridgeland

COLUMBIA, S.C. (Wednesday, Nov. 16) – The Disaster Recovery Centers (DRCs) in Walterboro, (Colleton County) and Ridgeland (Jasper County) will close permanently **Friday, Nov. 18** at 7 p.m.

Survivors of Hurricane Matthew can still get help with just a phone call. To apply for disaster assistance, call the Federal Emergency Management Agency (FEMA) at **800-621-3362** (voice, 711 or video relay services) or **800-462-7585** (TTY). Lines are open every day from 7 a.m. to 10 p.m. until further notice.

If survivors who previously registered with FEMA have questions, they may call FEMA and choose the helpline option. Callers may ask representatives about how to:

- Check the status of their application
- Arrange for a FEMA home inspection
- Get clarification about a letter from FEMA
- Update their address, phone number, or bank account numbers to avoid delays in getting help
- Appeal any FEMA decision
- Find out about other types of federal disaster assistance available.

Homeowners and renters who had disaster-related losses that occurred between Oct. 4 and Oct. 30 may be eligible for FEMA grants to help pay for temporary housing, essential home repairs, personal property replacement or other serious disaster-related needs not covered by insurance.

Survivors who need one-on-one assistance from FEMA may go to any DRC. For a complete list of current DRC locations and hours, download the free FEMA app to your mobile device or go online to asd.fema.gov/inter/locator. Survivors may also register online at DisasterAssistance.gov.

DRCs are accessible to people with disabilities. All centers have tools to amplify sound, magnifiers and materials in alternative formats along with video remote interpretation. Sign language interpreters are available upon request at the center.

For more information about low-interest disaster loans from the U.S. Small Business Administration (SBA), applicants may contact SBA's Disaster Assistance Customer Service Center by calling **800-659-2955**, emailing disastercustomerservice@sba.gov, or visiting SBA's website at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call **800-877-8339**.

For more information about the disaster recovery operation, please visit fema.gov/disaster/4286 or the South Carolina Emergency Management Division at scemd.org/recovery-section/ia.

###

All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), religion, national origin, age, disability, limited English proficiency, economic status, or retaliation. If you believe your civil rights are being violated, call 800-621-3362 or 800-462-7585(TTY/TDD).

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion4> and the FEMA Blog at <http://blog.fema.gov>.

The SBA is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling 800-659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's website at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call 800-877-8339.