

No TEMA or FEMA personnel will ask for money on behalf of TEMA. If someone approaches you without official FEMA identification and asks for money, please report this immediately to local law enforcement.

If you are a victim of scam or price gouging or want to report a person or company for disaster relief scams or price gouging, please get in touch with the Tennessee Division of Consumer Affairs at [615-741-4737](tel:615-741-4737) or submit a complaint online at:

<https://www.tn.gov/attorneygeneral/working-for-tennessee/consumer/file-a-complaint.html>

This is information pulled from a release distributed in Florida for more resources; we anticipate a Tennessee-specific one this afternoon:

Criminals may try to obtain money or steal personal information through fraud or identity theft after Hurricane Helene. In some cases, thieves try to apply for FEMA assistance using names, addresses, and Social Security numbers stolen from people affected by the disaster.

If a FEMA inspector comes to your home and you did not submit a FEMA application, your information may have been used to create a FEMA application without your knowledge. If this happens, please inform the inspector that you did not apply for FEMA assistance so they can submit a request to stop further processing of the application.

If you did not apply for assistance but received a letter from FEMA, please call the FEMA Helpline at [800-621-3362](tel:800-621-3362). The helpline will submit a request to stop further processing of that application.

If you want to apply for FEMA assistance after stopping an application made in your name without your knowledge, the helpline will assist you in creating a new application.

Scams

When FEMA Disaster Survivor Assistance (DSA) crews are in affected counties, housing inspectors and other officials will work in areas impacted by Hurricane Helene. They carry official photo identification badges. FEMA representatives never charge applicants for disaster assistance, inspections, or help filling out applications. Their services are free.

DO NOT believe anyone who promises a disaster grant in return for payment.

DO NOT give your banking information to a person claiming to be a FEMA housing inspector. FEMA inspectors are never authorized to collect your personal financial information.