



FEMA

Dec. 18, 2024

DR-4843-NM NR-OXX

FEMA News Desk R6: 940-898-5454

FEMA-R6-NewsDesk@fema.dhs.gov

News Release

Roswell Disaster Recovery Center & Helpline - Holidays Hours

SANTA FE, New Mexico – The Roswell Disaster Recovery Center (DRC) will be closed for the holidays on Christmas Day, Wednesday, Dec. 25 and New Year's Day, Wednesday, Jan. 1. Moreover, the DRC will operate with reduced hours on Tuesday, Dec. 24 and Tuesday, Dec. 31.

Additionally, the FEMA Helpline will observe holiday hours on Tuesday, Dec. 24 and Wednesday, Dec. 25.

Holiday hours at the Roswell DRC are:

- Tuesdays, Dec. 24 and Dec. 31, 10 a.m. to 3 p.m.
- Wednesday, Dec. 25, Thursday, Dec 26 and Wednesday, Jan. 1, closed for the holidays.

Holiday hours for the FEMA Helpline are:

- Tuesday, Dec. 24, 7 a.m. to 4 p.m.
- Wednesday, Dec. 25, closed for the holidays.

The Roswell DRC offers one-on-one assistance to Chaves County homeowners, renters and business owners affected by the Oct. 19-20, severe storms and flooding. The center is operated by the state of New Mexico and FEMA at Roswell Mall, 4501 N. Main St. Roswell, NM 88201 next to Bath & Body Works store.

At the DRC you can apply to FEMA for federal disaster assistance, update your address, phone number or banking information and get answers to your questions about the disaster assistance process.

By calling the FEMA Helpline at 800-621-FEMA (3362), you can apply to FEMA for federal disaster assistance and track the progress of your FEMA application, update your application and get answers to questions about disaster assistance.

How to Apply for FEMA Disaster Assistance

The first step for individuals and households to receive financial help is to apply to FEMA for federal assistance. There is no cost involved to apply for, or receive, FEMA assistance. There are four ways to apply:

Roswell Disaster Recovery Center & Helpline Closed for Holidays

- Visit the Roswell Disaster Recovery Center operated by the state of New Mexico and FEMA at the Roswell Mall. For location and hours, visit fema.gov/drc
- Go online to disasterassistance.gov/
- Download the [FEMA App](https://fema.gov/about/news-multimedia/mobile-products) for mobile devices at fema.gov/about/news-multimedia/mobile-products
- Call the FEMA Helpline at 800-621-FEMA (3362) between 5 a.m. and 9 p.m. daily, except holidays. Help is available in most languages.

For an American Sign Language video on how to apply for assistance, visit [youtube.com/watch= WZGpWI2RCNw](https://youtube.com/watch=WZGpWI2RCNw).

For the latest on New Mexico's recovery, visit the disaster web page at fema.gov/disaster/4843, follow the FEMA Region 6 X account at [X.com/FEMARegion6](https://x.com/FEMARegion6) or on Facebook at facebook.com/FEMARegion6.

#

FEMA's mission is helping people before, during, and after disasters.

FEMA is committed to ensuring disaster assistance is accomplished impartially, without discrimination on the grounds of race, color, national origin, sex, sexual orientation, religion, age, disability, English proficiency, or economic status. If you or someone you know has been discriminated against, ask for assistance on the FEMA Helpline 1-800-621-3362 (press 2 for Spanish and 3 for other languages). In addition, FEMA's Civil Rights Office can be contacted at FEMA-OCR-ECRD@fema.dhs.gov or toll-free at 833-285-7448.

The SBA is the federal government's primary source of recovery funds for the long-term rebuilding and repair of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners, and renters to fund repairs or rebuilding efforts, and to cover the cost of replacing lost or disaster-damaged personal property. These low-interest disaster loans cover losses not fully compensated by insurance or other recoveries and in many circumstances, do not duplicate benefits of other agencies or organizations. Applicants may apply at <https://lending.sba.gov>. 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 7-1-1.