



FEMA

Dec. 3, 2024

DR-4843-NM MA-002

FEMA R6 News Desk: 940-898-5454

FEMA-R6-NewsDesk@fema.dhs.gov

Media Advisory

FEMA Ends Home Visits; Beware of Scammers

SANTA FE, New Mexico – Personnel from FEMA's Disaster Survivor Assistance (DSA) program completed their door-to-door mission today and are no longer visiting Chaves County residents at their homes for a wellness check or to help them apply for federal disaster assistance.

With this phase of the disaster recovery concluding, scam artists, identity thieves and other criminals may attempt to take advantage of New Mexicans affected by the disaster while they are in a vulnerable state.

It is important for Chaves County residents to remain alert, ask questions and ***always ask for identification*** when someone claims to represent FEMA or another government agency. FEMA does not certify construction contractors or any other commercial enterprise.

FEMA employees will also have access to your nine-digit FEMA application number. FEMA and U.S. Small Business Administration (SBA) representatives **never charge applicants** for disaster assistance, inspections or help in filling out applications.

- There are three types of fraud often perpetrated on citizens:
 - An individual claiming to be FEMA knocks on your door asking for personal identification information. All FEMA personnel or inspectors **will carry an official FEMA ID and should already have your FEMA identification number.**
 - An individual calls you to confirm your personal information or bank-routing information. If a FEMA specialist calls, they will confirm your nine-digit registration number received the day you applied for FEMA assistance. **Do not** speak to anyone without that confirmation.
 - A contractor claims to be at your home for a damage inspection, then asks for payment. **FEMA inspections are always free.**
- Attempts to scam residents can be made over the phone, by mail or email, through the internet or in person. It is important to remain alert, as criminals are creative and resourceful.
- **Ways to report scams:**

- Report fraud cases to local law enforcement.
- Contact the FEMA Disaster Fraud Hotline at 866720-5721. You can also email StopFEMAFraud@fema.dhs.gov
- Submit a complaint by visiting the New Mexico Office of the Attorney General's nmdoj.gov/get-help/
- Contact the Better Business Bureau at 505-346-0110 or visit www.bbb.org/scamtracker

###

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