

# Identification Verification Error

There seems to be a problem with the information you provided. You will need to verify and correct the following personal information before you can continue with your online registration:

- Did you type your full legal name and spell it correctly?
- Is your Social Security Number (SSN) correct?
  - To see the SSN you entered, mark the box next to **Show Social Security Number** on the **Personal Identification** page.
- Did you type your complete address and include your apartment or unit number?
- Did you include the name and SSN of another person who lived with you at this address?

To check the information you entered, follow these steps:

1. Press the **Back** button and click **Personal** (located on the left side of the screen). This will take you to the **Personal Identification** page to start your review.
2. Proceed through all the screens to check and correct the information.

If you receive this error message again, it means FEMA is unable to verify important information needed to complete your registration online. Please call FEMA at 800-621-3362 to register for assistance.

If you use a video relay service, captioned phone, or other communication service, give FEMA the number for that service.

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