



Your MSFH Portal account is your best source for current account status and latest information.

Below are the MSFH account status terms and what they mean for you.

Draw/Draw Request – A request in the My Safe Florida Home Portal to receive funds from the program.

For specific instructions with screenshots on how to submit a draw, please navigate to our Homeowner's Guide or Contractor Manual.

To resubmit a draw request, enter your case, navigate to your previous draw, and move your mouse over the draw to make a blue door icon appear. Click the blue door icon to reenter your draw, add additional information, and then submit again.

Proof of Insurance Premium Discounts – an email, letter, or new quote from insurance agent that outlines what, if any, discount is available on your premium. This information is required to complete draw processing. If you are a Low-Income applicant and do not have insurance, please indicate that via a statement uploaded to the portal.

REQUIRED DOCUMENTS

Homeowner Draw (Matching Grant)

- Invoice Cover Sheet
- Original Invoice
- Proof of Payment
- Proof of Insurance Premium Discounts

Contractor Draw (Low-Income Grant)

- Invoice Cover Sheet
- Original Invoice
- Please remind homeowners to submit their Proof of Insurance Premium Discounts directly into the portal.

ACCOUNT STATUS TERMS

Your status will not immediately change upon Draw submission or resubmission.

Draw Request Under Review – A case manager will review the documents provided. If they have further questions, you will receive an email stating what information needs to be submitted.

Draw Request Returned – Need More Info – A case manager has reviewed your case and has determined that information is missing or incorrect. They will request additional information regarding the issue via email. A case manager will not be alerted that you submitted additional information unless you resubmit the draw request.

Draw Request Resubmitted Under Review – You have resubmitted your draw and a case manager is now reviewing your case. No action is required by the homeowner.

Draw Request Under Secondary Review – Your draw has passed initial review and is undergoing secondary review. No action is required by the homeowner.

Draw Approved, Payment Pending – Your draw has passed secondary review and will be disbursed soon.

Payment Sent – Your check is in the mail. If the check is returned to the program because it could not be delivered, you will hear from the program to find a better address.

Scan code
to learn
more



Please note that receiving an approval for a wind mitigation inspection does not mean you will be approved for a grant.