



# NATIONAL FLOOD INSURANCE PROGRAM

## Bureau and Statistical Agent

# FEMA

W-03048

**MEMORANDUM TO:** Write Your Own (WYO) Principal Coordinators and Single Adjuster Liaisons

**FROM:** Joyce A. King  
Claims and Underwriting Director  
NFIP Bureau and Statistical Agent

**DATE:** September 18, 2003

**SUBJECT:** Activation of the Single Adjuster Program – Virginia

Hurricane Isabel has caused wind and flood damage to residential and commercial properties throughout Virginia. The Federal Emergency Management Agency in conjunction with the Virginia Property Insurance Association (VPIA) has activated the Single Adjuster Program in Virginia.

The Claims Coordinating Office has co-located with NCIUA, and losses sustained in Virginia resulting from Hurricane Isabel will be handled from the existing location in Carey, North Carolina. The VPIA will assign all wind and flood claims to pre-approved adjusters, and the CCO will enter all claims data into the CCO system and fax and/or overnight the losses to the appropriate WYO companies.

The Claims Coordinating Office is operating at the following location:

North Carolina Insurance Underwriting Association  
5651 Dillard Drive  
Carey, NC 27511

Telephone (919) 854-0447  
Fax (919) 851-9810

If you should have any questions regarding procedures for the Single Adjuster Program in North Carolina, please contact Donald Waters at (919) 854-0447.

cc: Vendors, IBHS, and Government Technical Representative  
Required Routing: Claims and Underwriting, Principal Coordinators

7700 HUBBLE DRIVE • LANHAM, MD 20706 • (301) 731-5300

COMPUTER SCIENCES CORPORATION, under contract to the FEDERAL EMERGENCY MANAGEMENT AGENCY,  
is the Bureau and Statistical Agent for the National Flood Insurance Program