August 11, 2005

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and the NFIP Servicing Agent

FROM: WYO Clearinghouse

SUBJECT: Flood Insurance Reform Act of 2004 Materials For Policyholders

Clearinghouse Bulletin W-05033 provides guidance for implementing the Flood Insurance Reform Act of 2004 (FIRA). This memo is to provide additional information on the status of several of the new documents required by the law.

FEMA has arranged to print copies of the Claims Handbook so that WYO companies can stock and distribute them appropriately. The Claims Handbook is currently at the printer and is expected to deliver on August 31, 2005, at which time WYO companies may contact the FEMA Distribution Center at 1-800-480-2520 to order a supply of item number F-687.

To assist in your planning, the Claims Handbook has twelve 5.5” x 8.5” pages, including front and back covers. An electronic copy is attached for your records.

Work is still underway to finalize the FIRA materials that will be sent to policyholders starting October 1, 2005, by the NFIP Bureau and Statistical Agent. Once approved, electronic versions of the cover document, the acknowledgement, and the property loss history sample will be provided to you.

If you have questions, please contact your Program Coordinator.

cc: Vendors, IBHS, FIPNC, WYO Standards Committee, Government Technical Representative

Suggested Routing: Claims, Underwriting
Thank you for protecting yourself through the National Flood Insurance Program

Purchasing flood insurance is a wise decision for the home or business owner. Like homeowners’ insurance, it’s protection you hope you never have to use. But if flooding occurs, you will be protected as outlined in the details of your policy.

This claims guide was created by the Federal Emergency Management Agency (FEMA), which oversees the National Flood Insurance Program, to help you through the process of filing a claim and appealing the decision on your claim, if necessary.

While every effort has been made to make sure the information in this handbook is correct, you should refer to your policy and its Declarations Page for specific information on coverage, limitations, restrictions and deductibles.

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What To Do Before A Flood

Don’t wait until waters are rising in your area and flood threatens. Take steps now that will make your life much easier when a flood occurs.

CHECK YOUR POLICY
Make sure all the information is correct, including information about your mortgage company. If you have refinanced with a company other than the one shown on your policy, call your insurance agent or company representative immediately.

Prepare Lists and Documentation
If you’ve purchased contents coverage, make it a priority to make a detailed list of your home or business’s contents and/or your personal property. Include:

- Date and place of purchase
- Model number
- Serial number (for large appliances)
- Descriptions
- Original purchase costs (with receipts, if possible)
- Photos or video of your home’s interior and your personal property

SECURE IMPORTANT PAPERS
Originals of important insurance papers should be kept in a safe place, preferably in a bank safe deposit box. Be sure your papers include contact information for your agent or company, important receipts, your flood insurance policy and documentation for your personal property and contents of your home. Keep copies in your home or business in the safest, most accessible place possible that is not subject to flooding. Having this detailed documentation will make filing your claim much easier. If floodwaters actually carry away your property, this list and the photos/receipts will be important to documenting your loss.

TALK TO YOUR INSURANCE AGENT
Call your insurance agent or company representative and discuss the particular requirements for reporting a flood claim. These can vary from company to company, so knowing how to proceed can save a lot of effort later.

Remember, after a flood it may be difficult to get in touch with your agent or insurance company. Power and phone service may be interrupted, or phone lines may be overwhelmed with other callers. It will benefit you to know just what to do in advance of flooding.

PLAN AN EMERGENCY CONTACT
After a flood, you may be unable to stay in your home or to be contacted at your home address and phone number. Share an emergency contact—address and phone number—with your insurance agent and family so you can be reached.

TIP

- If flooding is imminent, the number one rule in a flood is to keep yourself safe.
- If waters rise in your house before you can leave safely, move to the highest level necessary—even the roof. Take extra clothing, your radio, a flashlight and, if possible, food.
- If you have time, turn off electricity at your breaker or fuse box and close the main gas valve; get valuables (furs, jewelry, important papers) to a higher level; fill bathtubs, sinks and plastic soda bottles with water. (Sanitize tubs and sinks with bleach, rinse and then fill); and bring outdoor possessions (lawn furniture, grills, etc) inside or tie them down securely.
- Keep away from downed power lines and any other electrical wires—electrocution is always a major cause of death in floods.
A flood is an overwhelming experience. But taking quick action will put you back in control of your home and your life.

**HANDLING YOUR CLAIM**

**STEPS TO TAKE IMMEDIATELY**

**STEP 1**
Contact Your Agent or Company Representative to Report Your Loss: Have ready—the name of your insurance company, policy number and a phone number and/or e-mail address where you can be reached. All flood insurance policies require you to give prompt written notice of loss. If you get in touch with your agent or company representative directly, they will advise you how to file your notice of claim. Otherwise, you must send a written notice to your insurance company with your policy number.

**STEP 2**
Separate Your Property: Your policy also requires you to separate damaged property from undamaged property. But don’t throw anything away before an adjuster has seen it, unless local law requires you to. In that case, take photos of the property before disposing of it and keep samples for the adjuster to see. (For example, cut out a piece of wall-to-wall carpet.) Do all you can to protect undamaged property.

**STEP 3**
Make a List of Damaged Contents: If you’ve purchased contents coverage, make a list of damaged property. If you prepared comprehensive lists before the flood, this should be relatively easy. List the quantity of each item, a description, brand name, where purchased, its cost, model and serial number (if appropriate) and your estimate of the loss amount. Attach your bills, receipts, photos and any other documents.

**STEP 4**
List Areas of Structural Damage: As you look over your property, make a list of any areas of structural damage you want to point out to the insurance adjuster.

**PREPARING A DETAILED ESTIMATE**

The adjuster then uses the knowledge gained from the visit(s)—and the documentation you have provided—to complete a detailed estimate of damages. You will get a copy. Use it as a guide when you ask for bids for repair work from licensed professional contractors.
FILING YOUR CLAIM

FILING YOUR CLAIM REQUIRES A PROOF OF LOSS

Your official claim for damages is called a Proof of Loss. This must be fully completed and signed and in the hands of your insurance company within 60 days after the loss occurs.

The Proof of Loss includes a detailed estimate to replace or repair the damaged property. In most cases, the adjuster, as a courtesy, will provide you with a suggested Proof of Loss. However, you are responsible for making sure that it is complete, accurate and filed in a timely manner.

Be sure to keep a copy of the Proof of Loss—and copies of all supporting documents—for your records.

EXTENSIONS BEYOND 60 DAYS

In some severe floods, FEMA may authorize Proof of Loss extensions for everyone in your area. Your insurance company will be notified, as will local news outlets.

PAYMENT OF CLAIMS

Your claim is payable after:

• You and the insurer agree on the amount of damages.
• The insurer receives your complete, accurate and signed Proof of Loss.

More information on claims payment is in your policy.

PAYMENT FOR BUILDINGS AND PERSONAL PROPERTY

Any check for building property must include your mortgage company name, or the name of the individual holding your mortgage. A check for Personal Property will usually be in your name only.

FILING YOUR SUPPLEMENTAL CLAIM

If you notice additional damage to your Building Property or Personal Property after filing your claim, you may file a Supplemental Claim. This means, essentially, that you must repeat the documentation and filing process for your original claim, including a Proof of Loss—but only for the newly discovered damage.

Supplemental Claims should start with immediately notifying your adjuster, agent and/or company representative. Once you have completed documentation, present it to your adjuster who may need to make another property visit to verify your loss.

The Completed Claim

Once you receive final payment for your building and/or personal property, the claims process is complete.

Please remember:

Any claim settlement you make in the event of a flood will be determined by the amount of coverage you have and the deductibles you have chosen. If you are concerned that your coverage is not high enough, or that your deductibles are too high, your agent or company representative can counsel you about increasing coverage and/or decreasing deductibles.
Addressing Questions About Your Insurance Claim

The NFIP provides you with a process to appeal decisions regarding your flood insurance claim. This process will help you resolve claim issues, but it cannot give you added coverage or claim limits beyond those in your NFIP policy.

In filing and completing your insurance claim, you may have questions, or need further explanations of decisions that have been made, especially with regard to coverage, dollar amount of damages, or your Proof of Loss.

FOUR STEPS TO APPEALING YOUR CLAIM

STEP 1
Talk with your adjuster, who has more knowledge about your claim than anyone. If you don’t understand certain decisions regarding, for example, application of coverage, timing of the filing of Proof of Loss, or the damage estimate, contact your adjuster first.

STEP 2
If you are not satisfied with the adjuster’s answers, or do not agree with decisions, get contact information for the adjuster’s supervisor.

STEP 3
If the adjuster’s supervisor can’t resolve your issues, contact the insurance company’s claim representative. Ask your insurance agent or your insurance company representative for assistance.

STEP 4
If you still have questions or concerns after following steps one through three, contact the Federal Emergency Management Agency (FEMA).

Write to:
Federal Emergency Management Agency-Mitigation Division Division-Room 433 Risk Insurance Branch
ATTN: Director of Claims
500 C Street, S.W. Washington, D.C. 20472

This letter should be written by the Named Insured (as it appears on your NFIP policy) or by a legal representative, if necessary. The representative should clearly identify his/her relationship to the Named Insured. For example, a son or daughter could be handling a claim for an elderly parent.

A legal representative may be asked to provide authorization from the Named Insured or other legal documents verifying the relationship.

WHAT TO INCLUDE IN YOUR LETTER

The following six items should be in your letter to FEMA in order to address your questions. (If for some reason, your policy is not available; your insurance agent can provide details for the first three items.)

1. The Policy Number, as shown on your NFIP policy’s Declarations Page.
2. The policyholder’s name, as shown as the Named Insured on the Declarations Page.
3. The property address, as shown on the Declarations Page. (Not your mailing address, if it is different from the property address.)
4. How you can be contacted, if you are out of your home.
5. The details of your concern.
   (Please be as complete as possible.)
6. The dates of contact and contact details for the persons with whom you have spoken in steps one through three.

WHAT TO INCLUDE WITH YOUR LETTER

Enclose documentation of everything that supports your appeal. This may include:

- A detailed list of damaged property and the value of individual items;
- Supporting photographs and/or;
- A contractor’s detailed estimate to repair damages, with supporting photographs. (Comparing contractor and adjuster estimates in detail will help resolve differences).

• Please do not send originals of documents such as contractor’s estimates. Send photocopies and keep originals in a safe place. Your claim will be reviewed and you will be informed of FEMA’s finding directly, with a copy going to your insurance company. If you do not agree with the final decision, please refer to your flood insurance policy. See the GENERAL CONDITIONS, R. Suit Against Us.