



FEMA

W-05084

November 30, 2005

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators
National Flood Insurance Program (NFIP) Servicing Agent

FROM: *Edward L. Connor*
Edward L. Connor
Chief, Industry Relations

SUBJECT: Flood Insurance Training for Insurance Agents

This is a follow up to Bulletin Number W-05057, in which David Maurstad, Acting Director, Mitigation Division, requested that each WYO company and the NFIP Servicing Agent bolster efforts to ensure that agents are regularly trained on basic and advanced NFIP topics. Companies and the NFIP Servicing Agent were requested to submit by November 18, 2005, a description of their plans to notify and train agents regarding the new requirements and materials developed to implement the Flood Insurance Reform Act of 2004, and the NFIP overall.

To date, I have received plans from 13 WYO companies. We recognize the demands placed upon companies and the NFIP Servicing Agent to fulfill numerous responsibilities in connection with this extraordinary hurricane season. We appreciate the work done by those companies that have already submitted their training plans. I ask all those who have not yet submitted training plans to make it a priority to submit yours to me as soon as possible.

Please email your plan to Edward.Connor@dhs.gov.

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: Marketing, Training, Underwriting