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

FROM: WYO Clearinghouse

SUBJECT: NFIP Adjuster’s Web-Based Tools

Attached is a memorandum from the NFIP Director of Claims that will be sent via email through the NextGen system to all NFIP Flood Adjusters. The memorandum provides instructions for accessing the new ezClaims Adjuster Console, updating profile information, printing the Flood Certification Number card, and processing Preliminary Damage Assessments.

Please share this information with your company adjusters. Contact the NFIP IT Manager at jack.way@dhs.gov if you have any questions.

Attachment

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: Claims, Data Processing
June 13, 2008

MEMORANDUM FOR: All NFIP Flood Adjusters

FROM: James A. Sadler, CPCU, AIC
Director of Claims
National Flood Insurance Program

SUBJECT: NEW: NFIP Adjusters’ Web-based Tools – ezClaims Adjuster Console and Preliminary Damage Assessment (PDA)

The following instructions provide NFIP Flood Insurance Adjusters the means to perform the following required functions at www.NFIPBureau.FEMA.gov

1. Establish a new NFIP IT Account to access the new ezClaims Adjuster Console (including PDA)
2. Update and maintain Adjuster Profile Information
3. Print your Flood Certification Number (FCN) Card
4. Create, submit, and track your online PDAs (You Should Start Now!)

ALL NFIP FLOOD ADJUSTERS MUST REQUEST AN ACCOUNT BY JUNE 30, 2008

When requesting an account under “My Profile” at www.NFIPBureau.FEMA.gov, adjusters should use their most official business email address since it will be the primary means for official communications directly to you and shared with FEMA personnel. Your email account will be your User ID to access the Adjuster Console; and should be a stable email address, since this cannot be changed. If your email/User ID changes, you will lose access to your historical PDA data. The data will not be lost, but you will only be able to view it with the original user ID.

Overall, the New Adjuster Console is your one-stop shop for all NFIP Bureau claims information including such things as Adjuster Briefing Notes, NFIP Forms, and a host of other official NFIP documentation.

The new system tracks NFIP Claims Presentation attendance, which monitors adjuster’s status that was explained in the 2008 NFIP Adjuster Recertification memorandum. The requirement is also listed below.
“FEMA is requiring all independent adjusters who adjust flood losses under the National Flood Insurance Program (NFIP) to attend a 2008 NFIP Claims Presentation. Beginning May 1, 2008, there will be modifications to the NFIP adjuster certification process, and it is imperative that you attend at least one NFIP Claims Presentation to maintain your “Active” status. “Active” adjusters who do not attend a 2008 NFIP Claims Presentation will be reclassified “Inactive,” which may affect your eligibility to adjust NFIP flood claims.”

The Adjuster Console tracks the NFIP Flood Adjuster’s status, which is evaluated annually at the beginning of each Hurricane season based on NFIP Claims Presentation attendance. FCN Cards are available for on-demand printing on the Adjuster Console. Cards are only valid for one year.

- If you attended a NFIP Claims Presentation in 2008 your FCN status will be active through April 30, 2009.
- If you are a FEMA approved staff adjuster, you will also be active through April 30, 2009.
- If you are a Non-FEMA approved staff adjuster or a Non-Active independent Adjuster, you will have read-only access and you should follow the instructions from the 2008 NFIP Adjuster Recertification memorandum that states,

“If you are not NFIP flood certified and seek certification, you must attend a 2008 NFIP Claims Presentation as one of the prerequisites for obtaining certification. Please visit the FEMA website at www.fema.gov/business/nfip/participation.shtm for the minimum qualifications and other information about adjuster participation. You must complete a claims presentation and submit your application for certification to the NFIP Bureau and Statistical Agent no later than May 15, 2008. The NFIP Adjuster Certification Application will be available at the end of each claims presentation; you can also obtain it online at http://www.fema.gov/pdf/nfip/adj_cert_app.pdf.”

If you have questions or require support, you can contact the NFIP IT team under the left-hand “Support” Menu at www.NFIPBureau.FEMA.gov or please contact the NFIP IT Manager at jack.way@dhs.gov.

c: Adjusters, Adjusting Firms, WYO Companies, Vendors

Enclosure
Instructions for Requesting an Account and Accessing ezClaims

1. Requesting an ezClaims Account
Remember to use an official and stable email account for your User ID!

Request an Account
First.
You will receive an email from
IMS@nfipnextgen.com

ARCHIVED APRIL 2018
1a. Enter My Profile Information

- If you have a Flood Certification Number (FCN), under “Employer” select “Independent Adjuster” and enter in your FCN.
- If you are a WYO staff adjuster without a FCN, select “WYO Company;” and then select your company name.
- If you are a staff adjuster without a FCN at a company that is not a WYO company, select “Other” and enter your company name.

1b. You will receive your NFIP Account information from IMS@nfipnextgen.com.
2. Update and Maintain Adjuster Profile Information

For Certified Adjusters, your FCN information, status and a link to print your annual FCN card will appear here.

3. You can print your Flood Certification Number (FCN) Card from the page displayed above.
4. Create, Submit and Track your online PDAs (You Can Start Now!)

- Search for the correct policy and structure information
- Enter normal PDA Data following the normal steps.
- Track your PDA Submissions through the work list.
- Access other adjuster resources from the left side menu.