



**FEMA**

W-14007

February 27, 2014

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

A handwritten signature in black ink, appearing to read "Dennis Kuhns".

FROM: Dennis Kuhns  
Division Director, Risk Insurance Division

SUBJECT: Rapid Response Needed for Policy Documentation Requests

The implementation of some provisions of the Biggert-Waters Flood Insurance Reform Act of 2012 has resulted in an enormous increase in the volume of congressional inquiries sent to the Federal Emergency Management Agency (FEMA), and especially to the Risk Insurance Division. FEMA is also experiencing a larger volume of citizen inquiries about the NFIP from the White House.

In order to maintain a high level of responsiveness for these inquiries, we need the support of each WYO Company and the NFIP Servicing Agent. Responding appropriately to these inquiries often requires research and review of individual policy file documentation, which is retained by the WYO Companies and the NFIP Servicing Agent. When you receive an initial documentation request from the NFIP Bureau or from FEMA underwriters for policy file information, we ask that you send the documentation within 48 hours. For any supplemental requests regarding the same policy, we ask that you send the documentation within 24 hours.

This level of support from our partners will help to ensure that we can give the best response to all inquiries in a timely manner.

Thank you for your continued support of the NFIP.

cc: Vendors, IBHS, Government Technical Representative

Suggested Routing: Underwriting