




FEMA

W-15008

February 26, 2015

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

FROM: Jordan S. Fried 
Acting Division Director
Risk Insurance Division

SUBJECT: Revised Underwriting Operation Review Procedures and Timeline

Bulletin W-12052, dated August 12, 2012, detailed the process and timeline for the Federal Emergency Management Agency (FEMA) Claims and Underwriting Operation Reviews of WYO Companies and the NFIP DSA. This Bulletin communicates FEMA's revised procedures and timeline for Underwriting Operation Reviews, effective immediately. Please note that Claims Operation Reviews remain unchanged. For a full description of the Claims Operation Review process and timeline, please refer to Bulletin W-12052.

Revised Underwriting Operation Review Procedures and Timeline

- **Draft Report of Findings:** Within 14 days from the conclusion of each Underwriting Operation Review, a draft report of findings will be prepared and issued to the WYO Company or NFIP DSA. The WYO Company or NFIP DSA will have 15 days to review the operation review findings and provide a response. If a response is not received within 15 days, FEMA will consider the findings acknowledged, and a final report will be issued.
- **Final Report of Findings:** Within 7 days from receipt of the WYO Company or NFIP DSA response to the draft report, FEMA will submit the final report of findings to the WYO Company or NFIP DSA. In cases where the WYO Company or NFIP DSA fails to submit a response to the draft report, FEMA will submit the final report of findings within seven days from the date on which the WYO Company or NFIP DSA's response was due.
- **Corrective Actions:** Following the issuance of the final report, the WYO Company or NFIP DSA will have 60 days to provide evidence of corrective action for all findings, requirements, and recommendations included in the final report.

Please direct general questions to Mr. Jhun de la Cruz, Underwriting Branch Chief. Thank you for your cooperation.

cc: Vendors, IBHS, FIPNC, Government Technical Representative