



FEMA

W-21025

September 30, 2021

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

FROM:

A handwritten signature in black ink, appearing to read "Jeffrey Jackson".

Jeffrey Jackson
Assistant Administrator for Federal Insurance
Federal Insurance and Mitigation Administration

SUBJECT: October 2021 Revisions to the *NFIP Claims Manual* Posted Online

The updated edition of the *National Flood Insurance Program's (NFIP) Claims Manual* effective October 1, 2021, is now available at [fema.gov/flood-insurance/work-with-nfip/manuals#claims](https://www.fema.gov/flood-insurance/work-with-nfip/manuals#claims).

Please contact the Claims Manual Team at fema-fima-claimsmanual@fema.dhs.gov if you have any questions.

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Required Routing: Accounting, Claims, Data Processing, Marketing, Training, Underwriting