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Gouveia, Susan

From: Masser, Michelle
Sent: Friday, October 09, 2015 9:15 AM
To: Harris, Laura
Cc: Canning, Sean; Gouveia, Susan
Subject: FW: FEMA IGA ADVISORY: Deadline to Request Sandy Flood Claims Review is a Week Away

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Sent: Friday, October 09, 2015 8:11 AM
To: Murphy, Kendall <kendall.murphy@fema.dhs.gov>
Subject: FEMA IGA ADVISORY: Deadline to Request Sandy Flood Claims Review is a Week Away



FEMA

U.S. Department of Homeland Security
Federal Emergency Management Agency
Intergovernmental Affairs Division
Telephone 202-646-3444

Intergovernmental Affairs Advisory

October 8, 2015

Deadline to Request Sandy Flood Claims Review is a Week Away

The deadline for flood insurance policyholders to request a review of claims related to Hurricane Sandy is only a week away. The Federal Emergency Management Agency (FEMA) is reviewing claims for National Flood Insurance Program (NFIP) policyholders who file a request by the deadline, Thursday, Oct. 15, 2015.

NFIP-certified insurance adjusters are reviewing more than 16,000 Sandy flood claims, looking for any instance of underpayment. While not every review will result in additional payment, approximately three of four completed reviews have found additional eligible expenses since the process began.

“If you believe your Sandy flood claim was underpaid for any reason, ask us to take another look,” said Roy Wright, FEMA’s Deputy Associate Administrator for Insurance and Mitigation. “It won’t cost you anything to find out if you are owed money, but we can’t review your claim unless we hear from you.”

Getting started is as simple as making a telephone call. Policyholders can contact NFIP’s Hurricane Sandy claims center at **866-337-4262** from 8 a.m. to 8 p.m. Eastern Daylight Time (EDT), Monday through Friday, to request a review.

Policyholders also can go online to www.fema.gov/hurricane-sandy-nfip-claims to download a form requesting a review. The downloaded form can be filled out and emailed to FEMA-sandyclaimsreview@fema.dhs.gov or faxed to 202-646-7970 to begin the review process. For individuals who are deaf, hard of hearing, or have a speech disability and use 711 or VRS, please call 866-337-4262. For individuals using a TTY, please call 800-462-7585 to begin the review process.

To be eligible for the review, policyholders must have filed a claim for flood damage experienced between Oct. 27, 2012, and Nov. 6, 2012, as a result of Hurricane Sandy and must have had an active NFIP flood policy at the time of the loss.

The U.S. Department of Housing and Urban Development announced in September that flood insurance proceeds up to \$20,000 resulting from the Sandy Claims Review process will not be treated as duplicative, and will not be recouped by HUD or its grantees.

If you have any questions, please contact FEMA's Intergovernmental Affairs Division at (202) 646-3444 or at FEMA-IGA@fema.dhs.gov.

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