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Gouveia, Susan

From: Masser, Michelle
Sent: Thursday, November 12, 2015 9:40 AM
To: Harris, Laura; Detoro, Fred; Weigle, Trevor J.
Cc: Gouveia, Susan
Subject: FW: Updated NFIP Reform Fact Sheet
Attachments: FS NFIP Transformation Task Force 110615 .pdf

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From: Murphy, Kendall [mailto:kendall.murphy@fema.dhs.gov]
Sent: Thursday, November 12, 2015 8:13 AM
To: Murphy, Kendall <kendall.murphy@fema.dhs.gov>
Subject: Updated NFIP Reform Fact Sheet

Intergovernmental Colleagues,

Sorry for the delay in providing the latest NFIP fact sheet with updates on our efforts to reform the National Flood Insurance Program and a current update on the claims process going forward. FEMA's top priority is assisting disaster survivors and helping communities recover from the devastating impacts from disasters. The Federal Emergency Management Agency (FEMA) continues to take steps to implement reforms of the National Flood Insurance Program (NFIP). FEMA remains committed to focusing on overhauling the claims and appeals process; aligning management of litigation in a way that puts the flood survivor first; and improving the customer experience throughout the entire claims process.

FEMA's NFIP call center pilot program serves and supports policyholders across the country with the servicing of their claims. Flood insurance claims can be complicated, and policyholders may have questions in the days and weeks following a disaster. Not all questions can be quickly or easily answered by one's insurance agent. Policyholders who may have questions about their flood policy can call:

- 1-800-621-3362, Monday through Friday from 8 a.m. to 6 p.m. (CST);
- or, download a Request for Support form from www.fema.gov/national-flood-insurance-program and email to FEMA-NFIP-Support@fema.dhs.gov or fax to 540-504-2360.

As FEMA reviews Hurricane Sandy claim files, the agency will also begin overhauling the claims and appeal process and improving the customer experience. FEMA's goals are excellent customer experience, responsiveness, transparency, low risk of waste, fraud and abuse, and continuous improvement. While settling these legal matters, FEMA is instituting additional oversight of Write Your Own insurance companies to hold them accountable. See the enclosed fact sheet for more information.

FEMA will continue to work closely with Congress, federal, tribal, state, local, and community officials and advocacy groups to ensure policyholders are paid every dollar to which they are entitled and to improve transparency in the flood insurance program going forward.

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

Bob

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