

Gouveia, Susan

(7)

From: Lashway, Lisa
Sent: Tuesday, August 11, 2015 8:54 AM
To: Canning, Sean; Gouveia, Susan
Subject: FW: IGA Advisory: First payments going to NFIP policyholders in Hurricane Sandy Claims Review (Municipal Officials)
Importance: High

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From: Stokes, Richard [mailto:richard.m.stokes@fema.dhs.gov]
Sent: Friday, August 07, 2015 4:19 PM
To: Stokes, Richard
Subject: IGA Advisory: First payments going to NFIP policyholders in Hurricane Sandy Claims Review (Municipal Officials)
Importance: High



FEMA

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

Intergovernmental Affairs Advisory

August 7, 2015

First payments going to NFIP policyholders in Hurricane Sandy Claims Review

The Federal Emergency Management Agency (FEMA) is making the first payments to policyholders taking part in FEMA's Hurricane Sandy Claims Review. The payments represent additional funds owed to National Flood Insurance Program (NFIP) policyholders who filed flood insurance claims after Hurricane Sandy in 2012.

In May, FEMA began contacting 142,000 NFIP policyholders who filed claims resulting from Hurricane Sandy, offering to review their claim files. To date, more than 10,000 policyholders have entered the process. FEMA has authorized the insurance companies writing NFIP policies to make the first additional payments to policyholders whose claims have been reviewed.

The deadline to request a review is Sept. 15, 2015 and the entire process usually takes around 90 days to complete.

To be eligible for the review, policyholders must have experienced flood damage between Oct. 27, 2012 and Nov. 6, 2012 as a result of Hurricane Sandy. Policyholders may call the NFIP's Hurricane Sandy claims center at 866-337-4262 to request a review. Before contacting the claims center, policyholders are asked to have their flood insurance carrier name and policy number at hand.

Alternately, policyholders can go online to www.fema.gov/hurricane-sandy-nfip-claims to download a form requesting a review. The downloaded form may be filled out and emailed to FEMA-sandyclaimsreview@fema.dhs.gov to start 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.

The Sandy claims review process is designed to be simple for the policyholder and does not require paid legal assistance. Several nonprofit service providers are ready to offer free advice and answer questions policyholders may have. A list of these advocacy groups can be found on the claims review website at www.fema.gov/advocacy-groups-and-services-referral-list.

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

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

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