

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 process.

FEMA has launched an NFIP call center pilot program to better serve and support policyholders across the country with 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 thru Friday from 8 a.m. to 6 p.m. (CST); or, download a Request for Support 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 customer experience. FEMA's goals are excellent customer experience, responsiveness, transparency, low risk of waste, fraud and abuse, and continuous improvement. While setting these legal matters, FEMA is instituting additional oversight of Write Your Own Insurance companies to hold them accountable.

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.

Any questions about the floodplain may be directed to the Floodplain Administrator. James M Worrell 856-423-9129 ext. 213.