Post-Disaster Agent Briefing

Or

What Do I do Now?

Diana Herrera, CFM
Sr. Regional Flood Insurance Specialist, FEMA Region VIII
Flood Hazard is a Serious Risk

-Flooding is the #1 natural disaster worldwide for loss of life and property
- In an A zone, you are **25 times** more likely to experience a flood than a fire over a 30 year mortgage!

<table>
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<th>Hazard</th>
<th>Probability</th>
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<tr>
<td>25 year flood:</td>
<td>4 chances in 100</td>
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<tr>
<td>Car accident:</td>
<td>3 chances in 100</td>
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<td>Victim of robbery:</td>
<td>1 in 1000</td>
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<td>Victim of auto theft:</td>
<td>1 in 300</td>
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<td>Struck by lightning:</td>
<td>1 in 79,746</td>
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<td>Airplane accident:</td>
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<td>Residential fire:</td>
<td>4 in 10,000</td>
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<tr>
<td>50 year flood:</td>
<td>2 in 100</td>
</tr>
<tr>
<td>100 year flood:</td>
<td>1 in 100</td>
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Agenda

• A Brief History of the NFIP
• Floodsmart and Other Sites to go for information
• How look up flood risk on flood maps
• Rating Elements
• Coverage Reminders
• Post-Disaster Insurance Requirements
• Repetitive Loss Structures
• Increase Cost of Compliance
• Questions and Answers
National Flood Insurance Program

Voluntary Program

Allows building owner’s to buy insurance based on Zones and be eligible for federal assistance

Federal Program
- Overseen by FEMA and Partners
- Managed by Communities
- Enforced by lenders

Engineers determine risk
- Used to determine requirements
- Allows discount for less risk
Why should you sell flood insurance?

- Mandatory Purchase Requirement
- Policy retention
- Protect your E & O
- Protect your client
The National Flood Insurance Program aims to reduce the impact of flooding on private and public structures. It does so by providing affordable insurance to property owners, renters and businesses and by encouraging communities to adopt and enforce floodplain management regulations. These efforts help mitigate the effects of flooding on new and improved structures. Overall, the program reduces the socio-economic impact of disasters by promoting the purchase and retention of general risk insurance, but also of flood insurance, specifically.

For more information, visit [www.floodsmart.gov](http://www.floodsmart.gov). Watch the short informational video, *Why Do I Need Flood Insurance?*

For information on how to obtain a contents-only policy in Puerto Rico, please visit [www.floodsmart.gov/PuertoRico](http://www.floodsmart.gov/PuertoRico).

This year (2013) the NFIP celebrates 50 years of protecting people in the United States against the perils of flood damage.

Sign Up for FloodAlert updates for the latest information.

- **Expand All Sections**

- [My Home Or Business Just Flooded--What Should I Do?](#)
- [What Should I Know And Do Before, During And After A Flood?](#)
- [I Don't Have Flood Insurance--Why Do I Need It?](#)
- [I Have Flood Insurance--Do I Really Need To Keep It?](#)
- [Who Can Buy Flood Insurance?](#)
- [How Can I Buy Flood Insurance?](#)
- [How Do I Renew, Change Or Pay For My Flood Insurance Policy?](#)
- [My Question Is About Flood Maps--What Should I Do?](#)
- [What Can I Do To Prepare For Or Even Reduce Flood Damage? And Can Doing These Things Lessen How Much I Pay For Flood Insurance?](#)
- [Still Need Help?](#)
National Flood Insurance Program

Midwest Floods, July 1993 — homes, businesses, and personal property were all destroyed by the high flood levels. A total of 134 counties in nine states were declared for federal disaster aid. As a result of the floods, 3,663,940 people registered for federal assistance. Photo by Andrea Booker/FEMA. Photo by Andrea Booker. July 08, 1993.

Claims
More information for Claims & Adjuster Community

Underwriting
More information for the community regarding Policy

Manuals
Links to various Flood Insurance Manuals

Bulletins
FEMA issued Bulletins to the NFIP Clearinghouse Community

https://nfipservices.floodsmart.gov/
FEMA Flood Map Service Center: Welcome!

Looking for a Flood Map? 🌟

Enter an address, a place, or longitude/latitude coordinates:

Looking for more than just a current flood map?
Visit Search All Products to access the full range of flood risk products for your community.

About Flood Map Service Center

The FEMA Flood Map Service Center (MSC) is the official public source for flood hazard information produced in support of the National Flood Insurance Program (NFIP). Use the MSC to find your official flood map, access a range of other flood hazard products, and take advantage of tools for better understanding flood risk.

FEMA flood maps are continually updated through a variety of processes. Effective information that you download or print from this site may change or become superseded by new maps over time. For additional information, please see the Flood Hazard Mapping Updates Overview Fact Sheet.

Announcements

The Map Service Center will be unavailable from Saturday, November 16, 2019 6:00pm ET to Sunday, November 17, 2019 5:00am ET for maintenance.

Flood hazard information may be taking longer than usual to display on maps. FEMA is aware of the issue and is working to resolve it. We apologize for any inconvenience.

When users enter an address or location, the map results now show interactive flood hazard information. Most FIRMettes (a portion of the Flood Insurance Rate Map [FIRM]) that is easier to print are created dynamically from the NFHL. Changes also include an improved viewer for the NFHL that provides customizable, interactive views and printable products. There are also big improvements for interacting with preliminary data through the Flood Map Changes Viewer that shows the preliminary and pending flood hazard data, the preliminary Changes Since Last FIRM (CSLF), and includes the Preliminary Map Comparison Tool. The new draft National Flood Hazard Layer Viewer allows FEMA to share draft flood hazard data as well as draft CSLF data when appropriate. Contact MSC Help if you need more information.
FEMA Flood Map Service Center: Welcome!

Looking for a Flood Map?

Enter an address, a place, or longitude/latitude coordinates:

123 Main Street, Floodville, US [Search]

Looking for more than just a current flood map?

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Whether you are in a high risk zone or not, you may need flood insurance, because most homeowners insurance doesn't cover flood damage. If you live in an area with low or moderate flood risk, you are 5 times more likely to experience flood than a fire in your home over the next 50 years. For many, a National Flood Insurance Program’s flood insurance policy could cost less than $400 per year. Call your insurance agent today and protect what you’ve built.

Learn more about steps you can take to reduce flood risk damage.
Whether you are in a high risk zone or not, you may need flood insurance because most homeowners insurance doesn’t cover flood damage. If you live in an area with low or moderate flood risk, you are 5 times more likely to experience flood than a fire in your home over the next 20 years. For many, a National Flood Insurance Program’s flood insurance policy could cost less than $400 per year. Call your insurance agent today and protect what you’ve built.

Learn more about steps you can take to reduce flood risk damage.

Search Results—Products for BOULDER, CITY OF

The flood map for the selected area is number 06013C0394K, effective on 12/07/2017.

You can choose a new flood map or move the location pin by selecting a different location on the locator map below or by entering a new location in the search field above. It may take a minute or more during peak hours to generate a dynamic FIRMette. If you are a person with a disability, are blind, or have low vision, and need assistance, please contact a map specialist.
Please Note: Searching All Products by county displays all products for all communities within the county. You can refine your search results by specifying your specific jurisdiction location using the drop-down menus above.

Please note: Searches often result in many map files listed under a given section. You can determine the Product ID for the individual map panel needed by looking at the Map Index file. The index map files have "IND" within the Product ID and appear at the start of the list. These index files show an overview of a jurisdiction and how it is subdivided into map panels with the Product ID for each panel shown.

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Historic Map
Why is the map so important to an agent and/or property owner?
• Rating
  • Is it Pre-FIRM or Post-FIRM
  • Rate Tables
  • Grandfather Rule
  • Newly Mapped

• Coverage
National Flood Insurance Program

Defining Pre-FIRM and Post-FIRM

Pre-FIRM
Built before initial FIRM

Post-FIRM
On or After the initial FIRM

National Flood Insurance Program

- Rating
  - Is it Pre-FIRM or Post-FIRM
  - Rate Tables
  - Grandfather Rule
  - Newly Mapped

- Coverage

. . . Ten things to tell your clients about their coverage
Direct physical loss by or from a flood

Similar language is used in all three forms.
When is a flood a flood?
Flood In Progress

B. We do not insure a loss directly or indirectly caused by a flood that is already in progress at the time and date:

1. The policy term begins; or

2. Coverage is added at your request.
What is a basement?
Usage of a detached garage
What about appurtenant structures?
Special Limits - $2,500

- Artwork
- Rare Books
- Jewelry, Watches
- Furs
- Personal property used in any business
Antiques

We pay only the functional value of antiques
Additional living expense or interruption of business

- Excluded
- Only available through disaster assistance in a federally declared disaster

Hurricane Harvey
Houston Chronicle
Other Coverages and Loss Avoidance Measures

- Debris Removal
- Loss Avoidance Measures
  - Sandbags, Supplies and Labor $1,000
  - Property Removed to Safety $1,000
- Condo Loss Assessments
- Increased Cost of Compliance
Mold & Mildew

• Be pro-active and communicate the insured’s responsibilities

• Within the insured’s control

• Inspect and maintain property after a flood
Keep receipts after a loss

- Proof of repairs
- Proof of purchase
- In a flood-proof location
Three Types of Loss Settlement

• Replacement Cost

• Special Loss Settlement (Manufactured Homes)

• Actual Cash Value
Replacement Cost is Available

• Who qualifies?
  • Primary dwelling
  • Insured at least to 80% of replacement cost

• What about recoverable depreciation
  • Advise within 180 days

• Contents are always ACV
Three Types of Loss Settlement

• Replacement Cost

• Special Loss Settlement

• Actual Cash Value
Special Loss Settlement

Single-Family dwelling that is:

• Manufactured home or travel trailer, as defined in the SFIP, and
• At least 16 feet wide when fully assembled and has at least 600 Sq. Feet within the walls.
• Principal Residence
National Flood Insurance Program

Three Types of Loss Settlement

• Replacement Cost
• Special Loss Settlement
• Actual Cash Value
Actual Cash Value

- Everything else
  - Carpet
  - Appliances
  - Contents
  - Occupancies other than single family

- Replacement Cost - Depreciation
National Flood Insurance Program

Claims Tips

- Separate damaged from undamaged
- Take video before and after
- Photographs on high value items
- Discuss adjuster for an advance
- Keep serial no. tags from appliances
- Remind of mitigation measures
- Proof of Loss – 60 days
- Replacement Cost Notice – 180 days
More Information about:

- Substantial Damage
- Increased Cost of Compliance
- Repetitive Loss
- Disaster Insurance Requirements
Substantial Damage Definition

- Damage in which cost to repair = or > 50% market value
- Local Ordinance Requirements
- Preliminary Damage Assessment
- ICC
Increased Cost of Compliance

- $30,000 – no separate deductible
- Substantial or Repetitively Flood Damaged
- Remember F-R-E-D
  - Floodproof (non-residential)
  - Relocation
  - Elevation
  - Demolition
- Eligibility Requirements
Repetitive Loss Structures

• Definition
  • 4 or more paid losses; or
  • 2 losses within 10 year period = or > Current Value
  • 3 or more losses = or > Current Value

• What’s the Special Direct Facility?
Post-Disaster Assistance

• Registration by phone
  • 1-800-621-FEMA (3362)

• SBA Loan
  • Home (max. $200,000)
  • Personal Property (max. $40,000)
  • Business (max. $1.5 million)

• Individuals & Housing Program Grant
Insurance Requirements

• SBA
  • “Get Wet Policy”
• Individuals & Housing Program (IHP)
  • In High Risk Areas
• Group Flood Insurance
  • 2020-$71,000 Coverage at $2,400
What can you do to help?

• Assist with Claims Communications
• Be an Educated Professional
• Quote and Sell Flood Insurance
• Maintain Flood Policies
Region VIII Contacts

Diana Herrera, CFM
FEMA Region VIII
Regional Flood Insurance Liaison
303-235-4988
Diana.herrera@fema.dhs.gov

Erin May, ANFI
NFIP Bureau Regional Manager
303-674-1449
Erin.may@associates.fema.dhs.gov
THE COST OF FLOOD INSURANCE IS A DROP IN THE BUCKET COMPARED TO THE COST OF FLOOD DAMAGE

$700/ YEAR AVERAGE FLOOD INSURANCE POLICY

$43,000 AVERAGE FLOOD INSURANCE CLAIM

Thank you