



TXGDEM



*Joint Field Office
Austin, Texas*

FEMA

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Fact Sheet

MORE TIME ALLOWED FOR FILING NFIP LOSSES; QUICK ACTION URGED

Texans who had flood losses due to Hurricane Ike and had policies backed by the National Flood Insurance Program (NFIP) have an additional 90 days, until June 8, 2009, to file their proofs of loss.

A proof of loss is a sworn statement made by the policyholder that substantiates the insurance claim and is usually required to be submitted within 60 days of the loss. Late last year, the Federal Emergency Management Agency (FEMA) had approved an additional 120 days. This new decision gives policyholders another three months to get their paperwork in.

Allowing additional time is sometimes appropriate in the most catastrophic disasters due to many factors, including the high demand for insurance adjustors, the time required to determine the degree and cause of damages over a large area and the many challenges faced by NFIP policyholders.

Despite this decision, NFIP policyholders are urged to report their losses as soon as possible. Policyholders can report losses by calling their insurance companies or agents. This is the first step in the claims process. After a loss is reported, it is assigned to an adjustor, who contacts the policyholder for an inspection.

Due to the large number of insured losses occurring nationally, adjustors are in short supply. In many cases, there is significant lag time between the dates a loss is reported and an inspection is scheduled.

After the adjustor's initial visit, the policyholder may need to contact contractors and meet again with an adjustor to settle on the dollar amounts of losses. After the policyholder and adjustor come to agreement, the proof of loss is filed. Payment is made after the insurance company approves the proof of loss.

To be eligible for a flood insurance payment, policyholders need to have experienced direct physical loss by or from flood resulting from Hurricane Ike and they need to have had a policy in effect at the time of the loss. It is not necessary for the policy to still be in effect at the time the loss is reported and the proof of loss filed.

Additional information about the NFIP is available at www.floodsmart.gov.

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Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621 FEMA (3362). For TTY call 800-462-7585.