



**FEMA**

W-15013

March 17, 2015

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and the National Flood Insurance Program (NFIP) Direct Servicing Agent (DSA)

A handwritten signature in black ink, appearing to read "Jordan S. Fried".

FROM: Jordan S. Fried  
Acting Director  
Risk Insurance Division

SUBJECT: Clarifications to WYO Bulletin W-15012, "Request for Information on Superstorm Sandy Claims"

This Bulletin revises Bulletin W-15012 issued March 16, 2015, to clarify the information needed for Superstorm Sandy claims and the critical timelines for submission of this information. There are three due dates included in this Bulletin for three separate data calls. It is critical that these deadlines are met.

1) This information is required from each company **no later than NOON (ET) on Friday, March 20, 2015.**

FEMA is requesting all WYO Companies and the NFIP DSA to submit information on all claims (including those Closed Without Payment – CWOPs) with dates of loss from October 27, 2012 through November 6, 2012 with a SALAE Type I expense for engineering services. We require this information for all claims in these states: Connecticut, Delaware, Massachusetts, Maryland, Maine, North Carolina, New Jersey, New York, Pennsylvania, Rhode Island, Virginia, Vermont, and the District of Columbia. Please provide the following information for each claim.

1. Policyholder name
2. Policy number
3. WYO/DSA Company Number
4. WYO/DSA Company Name
5. Date of loss
6. Claim number, if applicable
7. Address/location of covered property
8. Name of engineering firm providing services (include primary engineering firm and all other firms involved)
9. Total amount paid for building and contents coverage
10. Whether amount paid out was policy limits for building or contents or both

An updated Excel template that must be used to submit the data can be accessed on the NFIP iService homepage under "Sandy Related SALAE Type I Engineering Services" at <http://www.nfipiservice.com/SRST1ES.html>. The populated template, as well as any questions or concerns, should be transmitted to iService Claims via [claims@nfipiservice.com](mailto:claims@nfipiservice.com). Please include in the subject "Sandy Related SALAE Type I Engineering Services – [WYO Company Name]."

2) This information is required from each company **no later than NOON (ET) on Tuesday, March 31, 2015.**

FEMA requires the following additional information (Question 12 on W-15012) on each claim (including CWOPs) to better understand the scope of claims review and to further categorize claims under review. All information needed is found on FEMA Form 086-0-14 "Claims Final Report." The revised spreadsheet has a drop down corresponding to the check boxes, including a drop down item if no box was checked.

Information needed for this spreadsheet:

- Policyholder name
- Policy number
- WYO/DSA Company Number
- WYO Company Name or DSA
- Date of loss
- From the "Excluded Damages" Section of FEMA Form 086-0-14 "Claims Final Report":
  - Excluded Building – (left section) Approximate value of property excluded
  - Excluded Building – (right section) Approximate damage to property excluded
  - Excluded Contents – (left section) Approximate value of property excluded
  - Excluded contents – (right section) Approximate damage to property excluded

3) This information is required from each company **no later than NOON (ET) on Friday, April 17, 2015.**

FEMA will examine every Superstorm Sandy claim (including CWOPs) where the services of an engineering firm were used to adjust the claim. FEMA will need to review the entire claim file for those claims in question. The file should include any available adjuster reports, engineering reports, appeals, and other documentation that would assist in the equitable review of the claim. FEMA will be using flood-certified adjusters to review those files on behalf of the agency. Additional submission instructions will be forthcoming.

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: All Departments