




FEMA

W-17031

September 3, 2017

MEMORANDUM FOR: Write Your Own (WYO) Company Principal Coordinators,
WYO Vendor, the National Flood Insurance Program (NFIP) Direct
Servicing Agent, and Independent Adjusting Firms

FROM: 
David I. Maurstad
Assistant Administrator for Federal Insurance
Federal Insurance and Mitigation Administration

SUBJECT: Guidance for Advance Payments for Hurricane Harvey

The purpose of this bulletin is to provide additional guidance regarding issuance of advance payments to National Flood Insurance Program (NFIP) policyholders that experienced flooding due to Hurricane Harvey, as authorized by WYO Bulletin W-17024 (August 29, 2017).¹

I. Verbal or Electronic Request for Advance Payment

In addition to accepting written advance payment requests, a Write Your Own (WYO) Company may also accept a verbal or electronic request for advance payment. In order to accept a verbal or electronic request for advance payment, a WYO Company must:

1. Verify the identity of the requester.
2. Obtain the same information that is requested in the Advance Payment Request template included in WYO Bulletin W-17024.
3. Advise the policyholder of the conditions listed under the heading "Advance Payment Guidance" on page 2 of WYO Bulletin W-17024.

An advance payment based on a verbal or electronic request must be accompanied by a letter that is in the form and substance of the template letter attached to this Bulletin.

II. Increase Maximum Pre-inspection Advance Amount

WYO Bulletin W-17024, under the heading "Advance Payment Opportunity One: Pre-adjuster Inspection," authorizes insurers to offer an advance payment of up to \$10,000 if the policyholder also provides the following documentation:

¹ <https://nfip-iservice.com/Stakeholder/pdf/bulletin/w-17024.pdf>.

1. Photographs depicting flood damaged to the covered property; and
2. Either:
 - a. Documentation verifying out-of-pocket expenses related to the repair or replacement of covered property, such as receipts or canceled checks; or
 - b. A contractor's itemized damage estimate.

FEMA amends this provision by increasing the maximum amount from \$10,000 to \$20,000.

Please direct any questions regarding this bulletin to FEMA-FIDClaimsMailbox@fema.dhs.gov.

Authority: 44 C.F.R. § 61.13(d); 44 C.F.R. §§ 61, Appendices A(1), A(2) and A(3), Article VII, General Conditions (D) and (M)(1); 44 C.F.R § 62.23(k); 42 U.S.C. § 4019.

Attachment

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Required Routing: Reporting and Independent Adjusting Firms