



National Flood Insurance Program (NFIP)

Hurricane Sandy Flood Insurance Helpline for FEMA Staff Only

Hazard Mitigation (HM) Insurance Specialists are available to assist HM CEO Specialists assigned to the Disaster Recovery Centers (DRCs). Our Insurance Specialists have access to resources and information that may assist HM CEO Specialists, HM Advisor Specialist Experts and individuals with questions concerning flood insurance and the insurance claim process. Open during the same hours as the DRCs, our Flood Insurance Helpline is here to support your mission in the field

THE PROCESS TO FOLLOW IS:

- If the Specialist has been asked a policy-specific question by an applicant, the Specialist should call the Flood Insurance Helpline at **877 287-9804**.

This number is for HM CEO Specialists and FEMA staff to call with questions concerning insurance or for initiating a call between a policyholder and an HM Insurance Specialist at the call center. Some of the information we may need to access is personal and confidential, and cannot be disseminated to the general public.

- We depend on the FEMA staff to verify the identity of the person who has a question about the specific policy.
- After verifying the identity, the CEO Specialist may put the individual on the line to speak directly with the HM Insurance Specialist.
- At the end of the call, the HM Insurance Specialist will ask the individual to hand the telephone back to the HM CEO Specialist for any concluding remarks and any recommended follow-up.

Hurricane Sandy Flood Insurance Helpline 877-287-9804