



National Flood Insurance Program (NFIP)

Resource Library

The following materials comprise a current collection of NFIP resources, webpages, fact sheets, infographics and publications available for your use:

NFIP RESOURCES					
<i>Resource</i>	<i>Topic</i>	<i>Type</i>	<i>Web Address</i>	<i>Language</i>	<i>Update</i>
Flood Smart	NFIP	Webpage	https://www.floodsmart.gov/		
NFIP Webpage	NFIP	Webpage	https://www.fema.gov/national-flood-insurance-program		
NFIP Help Center	NFIP	Webpage	https://nfipservices.floodsmart.gov/contact 1-800-427-4661		
NFIP Insurance Company Contact List	Claims	Resource Sheet	https://nfipservices.floodsmart.gov/sites/default/files/Toll-Free%20Number%20by%20WYO_08_7_2018.pdf	English	
Flood After Fire	Flood	Infographic Fact Sheet	https://www.fema.gov/media-library/assets/documents/93830	English Spanish	January 24, 2018
Understanding Mudflow and the NFIP	Mud	Fact Sheet	https://www.fema.gov/media-library-data/1517347384733-7799cede0aade3f1efde5139b6c8138a/FINAL_Backgrounder_Understanding_Mud_and_the_NFIP_2018_508.pdf		

NFIP Policyholders Flood Clean Up	Clean Up	Fact Sheet	https://www.fema.gov/media-library/assets/documents/135937	English and Spanish	Sep 19, 2017
Coming Home After a Flood	Clean Up	Infographic	https://www.fema.gov/media-library/assets/images/114335	English	Feb 4, 2016
What to do after a Flood	Claims	Fact Sheet and Power Point	https://www.fema.gov/media-library/assets/documents/136023 https://www.fema.gov/media-library/assets/documents/136340	English and Spanish	Sept 10, 2017
Salvaging Water Damaged Family Values and Heirlooms	Clean Up	Fact Sheet	https://www.fema.gov/media-library/assets/documents/113297	Multiple	March 21, 2017
How Do I File My Claim?	Claims	Webpage	https://www.fema.gov/nfip-file-your-claim	English and Spanish	
How to File Your Flood Insurance Claim	Claims	Infographic	https://www.fema.gov/media-library/assets/documents/120200	Multiple	Sep 2, 2017
How to File Your Flood Insurance Claim (Enhanced Process)	Claims	Infographic	https://www.fema.gov/media-library/assets/documents/167568	English	July 18, 2018
10 Step Flood Claims Process Fact Sheet	Claims	Fact Sheet	https://www.fema.gov/media-library/assets/documents/114402	English and Spanish	January 1, 2016
Claims Enhancement	Claims	Bulletin	https://nfipservices.floodsmart.gov/sites/default/files/w-18013.pdf	English	June 7, 2018
Flood Insurance Claims Handbook	Claims	Handbook	https://www.fema.gov/media-library/assets/documents/6659	English and Spanish	Oct 25, 2017

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Post Inspection for Policyholders	Claims	Fact Sheet	https://www.fema.gov/media-library/assets/documents/136008	English and Spanish	September 10, 2017
Flood Claims Appeals and Guidance	Appeal	Webpage	https://www.fema.gov/flood-claim-appeals-and-guidance	English and Spanish	
Flood Insurance Agent Manual	NFIP	Manual	https://www.fema.gov/media-library/assets/documents/162601	English	April 1, 2018
Who's Knocking at Your Door	Disaster Process	Infographic	https://www.fema.gov/media-library/assets/documents/150843	English and Spanish	Nov 2, 2017
IA Eligibility Fact Sheet	IA	Fact Sheet	https://www.fema.gov/media-library/assets/documents/141282	English and Spanish	Sept 19, 2017
Increased Cost of Compliance	ICC	Brochure	https://www.fema.gov/media-library/assets/documents/12164	English	Sep 1, 2017
NFIP Substantial Damage	Claims	Fact Sheet	https://www.fema.gov/news-release/2017/09/14/fact-sheet-nfip-substantial-damage-what-does-it-mean	English	Sep 14, 2014
National Flood Insurance Program	General	Fact Sheet	https://www.fema.gov/media-library/assets/documents/106144	English	
Understanding Flood Loss Avoidance – Policyholders and Agents	Flood Loss	Fact Sheet	https://www.fema.gov/media-library/assets/documents/137860	English and Spanish	Sep 9, 2017

PUBLICATIONS

Why Do I Need Flood Insurance? (F-0001)	NFIP	Publication	https://www.fema.gov/media-library/assets/documents/12117	English	July 2018
Your Homeowner Insurance Does Not Cover Flooding(F-061)	NFIP	Publication	https://www.fema.gov/media-library/assets/documents/3569	English and Spanish	April 2018
Flood Insurance Requirements for Recipients Disaster Assistance (F-695)	NFIP	Publication	https://www.fema.gov/media-library/assets/documents/1365	English and Spanish	October 2017
Preferred Risk Policy (F-436/F-436S)	General	Publication	https://www.fema.gov/media-library/assets/documents/17576	English and Spanish	August 1, 2017
NFIP Summary of Coverage	NFIP	Publication	https://www.fema.gov/media-library/assets/documents/12179	English and Spanish	Nov 2, 2012
NFIP Condominium Coverage (F-029)	Condo	Publication	https://www.fema.gov/media-library-data/20130726-1450-20490-0505/f029_condocov0410.pdf	English	April 2010

VIDEOS

Flood Insurance Whiteboard Videos	NFIP	Videos	https://www.fema.gov/media-library/multimedia/collections/630	English	June 28, 2018
Understanding Mud and the NFIP (FEMA Accessible)	Mud	Videos	https://www.youtube.com/watch?v=3INqAn4IZyI		January 31, 2018

RESOURCES FOR STAKEHOLDERS

NFIP Desk Reference Guide for State Insurance Commissioners and Stakeholders	NFIP	Reference Guide	https://www.fema.gov/media-library/assets/documents/157006	English	October 1, 2017
Flood Smart for Agents	NFIP	Webpage	https://agents.floodsmart.gov/		
Flood Safety Social Media	Prepare	Toolkit	https://www.ready.gov/flood-toolkit		
Financial Preparedness	Prepare	Webpage	https://www.ready.gov/financial-preparedness		
Flood After Fire	Prepare	Toolkit	https://www.fema.gov/media-library/assets/documents/159559		
Flood Insurance Moonshot Outreach	Moonshots	Toolkit	https://www.fema.gov/media-library/assets/documents/166167		