



FEMA

W-08037

June 17, 2008

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators
and the NFIP Servicing Agent

FROM: WYO Clearinghouse

SUBJECT: NFIP Adjuster's Web-Based Tools

Attached is a memorandum from the NFIP Director of Claims that will be sent via email through the NextGen system to all NFIP Flood Adjusters. The memorandum provides instructions for accessing the new ezClaims Adjuster Console, updating profile information, printing the Flood Certification Number card, and processing Preliminary Damage Assessments.

Please share this information with your company adjusters. Contact the NFIP IT Manager at jack.way@dhs.gov if you have any questions.

Attachment

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: Claims, Data Processing



FEMA

June 13, 2008

MEMORANDUM FOR: All NFIP Flood Adjusters

A handwritten signature in black ink, appearing to read "James A. Sadler".

FROM: James A. Sadler, CPCU, AIC
Director of Claims
National Flood Insurance Program

SUBJECT: NEW: NFIP Adjusters' Web-based Tools – ezClaims Adjuster Console
and Preliminary Damage Assessment (PDA)

The following instructions provide NFIP Flood Insurance Adjusters the means to perform the following required functions at www.NFIPBureau.FEMA.gov

1. Establish a new NFIP IT Account to access the new ezClaims Adjuster Console (including PDA)
2. Update and maintain Adjuster Profile Information
3. Print your Flood Certification Number (FCN) Card
4. Create, submit, and track your online PDAs (You Should Start Now!)

ALL NFIP FLOOD ADJUSTERS MUST REQUEST AN ACCOUNT BY JUNE 30, 2008

When requesting an account under “My Profile” at www.NFIPBureau.FEMA.gov, adjusters should use their most official business email address since it will be the primary means for official communications directly to you and shared with FEMA personnel. Your email account will be your User ID to access the Adjuster Console; and should be a stable email address, since this cannot be changed. If your email/User ID changes, you will lose access to your historical PDA data. The data will not be lost, but you will only be able to view it with the original user ID.

Overall, the New Adjuster Console is your one-stop shop for all NFIP Bureau claims information including such things as Adjuster Briefing Notes, NFIP Forms, and a host of other official NFIP documentation.

The new system tracks NFIP Claims Presentation attendance, which monitors adjuster’s status that was explained in the 2008 NFIP Adjuster Recertification memorandum. The requirement is also listed below.

“FEMA is requiring all independent adjusters who adjust flood losses under the National Flood Insurance Program (NFIP) to attend a 2008 NFIP Claims Presentation. Beginning May 1, 2008, there will be modifications to the NFIP adjuster certification process, and it is imperative that you attend at least one NFIP Claims Presentation to maintain your “Active” status. “Active” adjusters who do not attend a 2008 NFIP Claims Presentation will be reclassified “Inactive,” which may affect your eligibility to adjust NFIP flood claims.”

The Adjuster Console tracks the NFIP Flood Adjuster's status, which is evaluated annually at the beginning of each Hurricane season based on NFIP Claims Presentation attendance. FCN Cards are available for on-demand printing on the Adjuster Console. Cards are only valid for one year.

- If you attended a NFIP Claims Presentation in 2008 your FCN status will be active through April 30, 2009.
- If you are a FEMA approved staff adjuster, you will also be active through April 30, 2009.
- If you are a Non-FEMA approved staff adjuster or a Non-Active independent Adjuster, you will have read-only access and you should follow the instructions from the 2008 NFIP Adjuster Recertification memorandum that states,

“If you are not NFIP flood certified and seek certification, you must attend a 2008 NFIP Claims Presentation as one of the prerequisites for obtaining certification. Please visit the FEMA website at www.fema.gov/business/nfip/participation.shtm for the minimum qualifications and other information about adjuster participation. You must complete a claims presentation and submit your application for certification to the NFIP Bureau and Statistical Agent no later than May 15, 2008. The NFIP Adjuster Certification Application will be available at the end of each claims presentation; you can also obtain it online at http://www.fema.gov/pdf/nfip/adj_cert_app.pdf.”

If you have questions or require support, you can contact the NFIP IT team under the left-hand “Support” Menu at www.NFIPBureau.FEMA.gov or please contact the NFIP IT Manager at jack.way@dhs.gov.

cc: Adjusters, Adjusting Firms, WYO Companies, Vendors

Enclosure

Instructions for Requesting an Account and Accessing ezClaims

1. Requesting an ezClaims Account

Remember to use an official and stable email account for your User ID!

Friday, 13 June 2008

Welcome!

- Getting Started
- NFIP Services News
- Emergency Materials
- Contact Us

NFIP Corners

- Financials
- Underwriting
- Reports
- Claims
- Respective Loss

NFIP Documents & Files

- Bulletins & Manuals
- Webinars
- NFIP Videos
- Community Files
- Ineligible Property File
- Respective Loss Files

My Profile

- Request an Account**
- Edit My Profile
- Forgot My Password

Applications

- AW-SOI & RI

Maintenance

- Location Validation
- FREE
- SOANet
- F2M
- Forms

ezClaims

Welcome to [NFIPBureau.FEMA.gov](http://www.nfipbureau.fema.gov) Web Portal! This is your one-stop shop for FEMA, NFIP Bureau, WYO company, flood vendor and state NFIP needs, which includes access NFIP IT applications, forms, information and much more.

Over the next few months, you will see multiple upgrades to this Web Portal as we transition from www.nfipstat.com to www.nfipbureau.fema.gov. The transition phase is scheduled to start in January and end March 31, 2008. Come back often to see our progress! The NFIP Bureau NextGen Pilot Website for testing purposes will remain www.nfipnextgen.com.

The NFIP Bureau Service production applications are listed below.

Location Validation allows NFIP stakeholders to standardize, validate, and geo-code an address. All addresses are validated by the US Postal Database, standardized based on NFIP standards, and system geo coded. *Production Level 1.0 | January 2008*

FREE (Flood Rating Engine Environment) allows users to generate a flood insurance quote for Submit-For-Rate, Emergency Program, and some Regular Program policy in seconds. *Production Level 1.0 | January 2008*

Forms application allows users to complete online NFIP forms, for printing or downloading purposes. *Production Level 1.0 | January 2008*

My Profile allows users to modify their production user account online (i.e., change password, change contact information, request forgotten password). *Production Level 1.0 | January 2008*

Attention NextGen Pilot Users: The NextGen Team is in the process of verifying our current NextGen pilot users for access to the production level applications as they

Request an Account
First.
You will receive an email
from
IMS@nfipnextgen.com

1a. Enter My Profile Information

The screenshot shows a web form titled "my profile" with a navigation bar containing "New Account Request", "Update My Profile, Password & Account", "Back to NFIPNextGen.com", "Help", and "Logout". The form is divided into three sections:

- 1. Enter your information.** This section contains input fields for "First Name:", "Last Name:", "Email:", "Phone:", "Second Phone:", "Title:", "Area of Expertise:", and "Fax:". A dropdown menu for "Employer:" is set to "- Select -". A red circle highlights the "Employer:" dropdown, and a red arrow points from the text "Enter your profile information and choose Independent Adjuster" to it.
- 2. I am involved in (check all that apply):** This section lists several checkboxes: IBHS, Coalition, CRS Task Force, FISCAA, Standards Committee, Association of State Floodplain Management (ASFPM), and Other.
- 3. I am interested in (check all that apply):** This section lists several checkboxes under "NFIP Bureau Applications": FREE - Flood Insurance Quoting Engine, SQANet - Flood Insurance Reports, F2M - WYO Company Flood Financial Management, AW-501 and Repetitive Loss Maintenance (Access for States, Communities and Bureau ONLY), ezClaims - Re-Inspection (Access for WYO Companies, Vendors, NFIP Servicing Agent and Bureau ONLY), ezClaims - Disaster Information (Access for WYO Companies, Vendors, NFIP Servicing Agent, FEMA and Bureau ONLY), ezClaims - Coordinating Office (Access for Bureau ONLY), ezClaims - Damage Assessment (Access for Adjusters, FEMA and Bureau ONLY), ezClaims - Adjuster Console (Access for Flood Certified Adjusters and Bureau ONLY), and Admin Profile (Access for WYO Companies, Vendors, NFIP Servicing Agent and Bureau ONLY). A red circle highlights the "ezClaims - Adjuster Console" checkbox, and a red arrow points from the text "Choose the ezClaims - Adjuster Console" to it.

At the bottom left of the form, there is a "Done" button.

Enter your profile information and choose Independent Adjuster

Choose the ezClaims – Adjuster Console

- If you have a Flood Certification Number (FCN), under “Employer” select “Independent Adjuster” and enter in your FCN.
- If you are a WYO staff adjuster without a FCN, select “WYO Company;” and then select your company name.
- If you are a staff adjuster without a FCN at a company that is not a WYO company, select “Other” and enter your company name.

1b. You will receive your NFIP Account information from IMS@nfipnextgen.com.

2. Update and Maintain Adjuster Profile Information

adjuster console
ezClaims
Adjuster Console Home • Work List • New PDA Back to NFIPBureau.FEMA.gov • Help • Logout

Getting Started
- Quick Start
- Account Signup
- Update My Profile

Adjuster Links
- Create New PDA
- Active FRC
- Active CCO
- Claims Handbook
- CIRA System
- Community Rating System
- Community Status Book
- Adjuster Claims Manual

News
New Web-Based PDA Application - Get Started Today!
As of June 1, 2008, adjusters are required to fill out the PDA form using the web-based ezClaims Adjuster Console and PDA application. [Click here](#) to request access to ezClaims applications.

My Profile
Name: Jack Vay
Address: 500 C St SW
Washington, DC 20472
Phone: 703-605-0750
E-mail: jack.vay@dhs.gov
[Update](#)

Claims Presentation (Workshops)
2008 Claims Presentation Schedule
2008 NFIP Adjuster Recertification Memorandum
[Adjuster Certification and Presentations \(Workshops\)](#)

NFIP claims Forms
forms
- Notice of Loss (FF 81-43)
- NFIP Preliminary Report (FF 81-57)
- NFIP Final Report (FF 81-58)
- Worksheet - Contents - Personal Property (FF 81-40)
- Worksheet - Building (FF 81-41)
- Proof of Loss (FF 81-42)
- Statement of Full Repair or Replacement (FF 81-44)
- ICC Proof of Loss Form (FF 81-42A)
- Manufactured Home/Travel Trailer Worksheet (FF 81-96)
- ICC Adjuster Report (FF 81-98)
- Adjuster Preliminary Damage Assessment (FF 81-109)
- Re-Inspection Report
- Cause of Loss and Subrogation Report (FF 81-63)

Additional Links
- Forms
- Acronym/Glossary List
- Awareness Material

FAQ Questions

Update Adjuster Profile information here

For Certified Adjusters, your FCN information, status and a link to print your annual FCN card will appear here.

3. You can print your Flood Certification Number (FCN) Card from the page displayed above.

4. Create, Submit and Track your online PDAs (You Can Start Now!)

adjuster console
ezClaims
Adjuster Console Home • Work List • New PDA • Back to NFIPBureau.FEMA.gov • Help • Logout

Potentially Substantially Damaged Building → **Lookup** → Enter → View & Print → Completed PDA

1. NFIP Preliminary Damage Assessment Property Lookup - Enter in search data below.

WYO Company:

Insured Last Name: Insured First Name:

TRRP Reported Policy Number:

Property Street: Unit Number:

City: State:

Zip:

NFIPBureau.FEMA.gov Home | [Contact Us](#) | [Site Map](#) | [Help](#) | [FEMA NFIP](#)

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Last Updated: Thursday, 27-Mar-2008, 2:51 PM (EDT)

Search for the correct policy and structure information

Enter normal PDA Data following the normal steps.

adjuster console
ezClaims
Adjuster Console Home • **Work List** • New PDA • Back to NFIPBureau.FEMA.gov • Help • Logout

3 work lists found, displaying all work lists.

Transaction Number	Update Date	Type	Status	Submitter/Updater
000047	June 12, 2008	PDA	Submitted PDA	afester@ostglobal.com
000087	June 12, 2008	PDA	Submitted PDA	afester@ostglobal.com
000067	May 29, 2008	PDA	Submitted PDA	afester@ostglobal.com

3 work lists found, displaying all work lists.

Getting Started
- Quick Start
- Account Signup
- Update My Profile

Adjuster Links
- Create New PDA
- Active FRO
- Active CCO
- Claims Handbook
- CBRA System
- Community Rating System
- Community Status Book
- Adjuster Claims Manual

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FAQuestions

<http://fema.nfipnextgen.com/NGAdjusterConsole/worklist.do>

Track your PDA Submissions through the work list.

Access other adjuster resources from the left side menu.