



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

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

Last Updated: Monday, September 10, 2018

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

## PUBLICATIONS

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

## VIDEOS

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

## RESOURCES FOR STAKEHOLDERS

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