

Summary of Appendix C Changes

Affected Sample Document(s)	Description of Change
General	<ul style="list-style-type: none"> • Revised the signature block for the Chief of the Hazard Identification Section to read as follows: <div style="margin-left: 40px;">William R. Blanton, Jr., CFM, Chief Engineering Management Section Mitigation Division</div> • Removed the “Chron File” from bcc block of all letters. • Changed the Fee-Charge System Administrator address for U.S. Mail to the following in all affected letters: <div style="margin-left: 40px;">Federal Emergency Management Agency Fee-Charge System Administrator P.O. Box 22787 Alexandria, VA 2230</div> • Changed the Fee-Charge System Administrator address for Overnight. Mail to the following in all affected letters: <div style="margin-left: 40px;">Federal Emergency Management Agency Fee-Charge System Administrator 3601 Eisenhower Avenue Alexandria, VA 22304</div>
216-Series Letters	Revised the appropriate paragraphs to reflect the fee schedule for conditional and final map revisions that became effective on September 1, 2002.
216-Series Letters	Revised the last paragraph to read as follows: <p>“If you have any questions regarding the NFIP, FEMA policy, or this case, please call the FEMA Map Assistance Center, toll free, at 1-877-FEMA MAP (1-877-336-2627).”</p>
216-D(1), 216-DF(1), and 216-DF(2) Letters	Revised the next to last paragraph to read as follows: <p>“All required items [except the required review and processing fees] and all written inquiries concerning your request should be directed to us at the address [shown below/ shown at the bottom of the first page]. If the required items are not submitted within 90 days of the date of this letter, any subsequent submittal will be treated as an original submittal and will be subject to all submittal procedures. Unless otherwise directed by you in writing, we will keep the submitted items in our files. When you write to us about your request, please include the case number referenced above in your letter.”</p>

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216-D(2) Letter	<p>Revised the next to last paragraph to read as follows:</p> <p>“All required items [except the required review and processing fees] and all written inquiries concerning your request should be directed to us at the address [shown below/ shown at the bottom of the first page]. If the required items are not submitted within 90 days of the date of this letter, any subsequent submittal will be treated as an original submittal and will be subject to all submittal procedures. Unless otherwise directed by you in writing, we will keep the submitted items in our files. When you write to us about your request, please include the case number referenced above in your letter.”</p>
216-DF(1) and 216-REFUND(1) Letters	<p>Revised the letters to replace the existing paragraph on overpayment of review and processing fees with the following paragraph to meet the requirements documented in Procedure Memorandum No. 17:</p> <p>“With your request, you submitted a cashier’s check or money order in the amount of \$(Fee Submitted) to defray the cost of FEMA’s review. The review and processing fee for your request is [\$325/ \$425/ \$500/ \$700/ \$800]. Therefore, a check in the amount of \$(Refund) will be forwarded to you under separate cover within 60 days. Please notify us if you do not receive the check within the specified timeframe.”</p>
216-DF(1) and 216-REFUND(1) Letters	<p>Added the following paragraph on direct-deposit refunds for overpayment of review and processing fees to meet the requirements documented in Procedure Memorandum No. 17:</p> <p>“With your request, you submitted a check in the amount of \$(Fee Submitted) to defray the cost of FEMA’s review. The review and processing fee for your request is [\$325/ \$425/ \$500/ \$700/ \$800]. Therefore, as required by provisions of the Debt Collection Improvement Act of 1996 (Pub. L. 104-134), as implemented by the U.S. Treasury via 31 CFR Part 208, we will refund \$(Refund) electronically, using the bank information referenced on your check. Please notify us if this refund has not been posted to your account within 30 days of the date of this letter.”</p>

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216-DF(2) and 216-REFUND(2) Letters	<p>Replaced the existing paragraph on refunds for overpayment of review and processing fees with the following paragraph to meet the requirements documented in Procedure Memorandum No. 17:</p> <p style="padding-left: 40px;">“With your request, you submitted a cashier’s check or money order in the amount of \$(Fee Submitted) to defray the cost of FEMA’s review. The review and processing fee for your request is [\$500/\$700]. Therefore, a check in the amount of \$(Refund) will be forwarded to you under separate cover within 60 days. Please notify us if you do not receive the check within the specified timeframe.”</p>
216-DF(2) and 216-REFUND(2) Letters	<p>Added the following paragraph on direct-deposit refunds for overpayment of review and processing fees to meet the requirements documented in Procedure Memorandum No. 17:</p> <p style="padding-left: 40px;">“With your request, you submitted a check in the amount of \$(Fee Submitted) to defray the cost of FEMA’s review. The review and processing fee for your request is [\$500/\$700]. Therefore, as required by provisions of the Debt Collection Improvement Act of 1996 (Pub. L. 104-134), as implemented by the U.S. Treasury via 31 CFR Part 208, we will refund \$(Refund) electronically, using the bank information referenced on your check. Please notify us if this refund has not been posted to your account within 30 days of the date of this letter.”</p>
218-Series Letters	<p>Revised the last sentence in the last paragraph to read as follows:</p> <p style="padding-left: 40px;">“If you have any questions regarding this letter, please contact our Map Assistance Center either by telephone, toll free, at 1-877-FEMA MAP (1-877-336-2627) or by facsimile at <u>(NSP Fax Number)</u>.”</p>
LOMA 2000 Attachments	<p>Revised the closing paragraph to read as follows:</p> <p style="padding-left: 40px;">“This attachment provides additional information about your request. If you have any questions about this attachment, we encourage you to call our Map Assistance Center, toll free, at 1-877-FEMA MAP (1-877-336-2627), or send us your questions by letter addressed to: Federal Emergency Management Agency, <u>(NSP Address)</u>. Additional information about the NFIP is available through our Web site at http://www.fema.gov/plan/prevent/floodplain/How_the_NFIP_works.shtm.”</p>

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LOMA 2000 Documents	<p>Revised the closing paragraph to include the following sentences as the closing:</p> <p>“If you have any questions about this document, we encourage you to call our Map Assistance Center, toll free, at 1-877-FEMA MAP (1-877-336-2627), or send us your questions by letter addressed to: Federal Emergency Management Agency, (NSP Address). Additional information about the NFIP is available through our Web site at http://www.fema.gov/plan/prevent/floodplain/How_the_NFIP_works.shtm.”</p>
LOMA 2000 Transmittal Letters	<p>Revised the last sentence to read as follows:</p> <p>“If you have any questions about this letter or any of the enclosures, we encourage you to call our Map Assistance Center, toll free, at 1-877-FEMA MAP (1-877- 336-2627), or send us your questions by letter addressed to: Federal Emergency Management Agency, (NSP Address).”</p>
LOMAENC-1 and LOMRFENC-1 Documents	<p>Removed the standard language regarding the Project Impact initiative.</p>
CLOMA-ENC, CLOMRF-ENC, LOMAENC-1, LOMAENC-2, LOMRF-ENC1, and LOMRF-ENC2 Documents	<p>Revised the information on the fee schedule to reflect the changes that became effective on September 19, 2005.</p>
CLOMA-ENC, CLOMRF-ENC, LOMAENC-2, and LOMRFENC-2 Documents	<p>Revised the fourth paragraph to read as follows:</p> <p>“If fill material is used to elevate the lowest ground touching the structure and the lowest floor (including basement/crawl space) to or above the BFE, the requester also must submit a completed copy of Form 4, "Community Acknowledgment of Requests Involving Fill," from the MT-1 application forms package that is to be used for all LOMR-F requests. The application forms package may be downloaded directly from our Web site at http://www.fema.gov/plan/prevent/fhm/dl_mt-1.shtm, or copies may be obtained by calling our Map Assistance Center, toll free, at 1-877-FEMA MAP (1-877-336-2627).”</p>

Summary of Appendix C Changes

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TCS-1, TCS-2, TCS-3, and TCS-12 Letters	Revised the contact information in the last paragraph to read as follows: “If you have any questions regarding this matter, please contact our Map Assistance Center, toll free, either by telephone at 1-877-FEMA MAP (1-877-336-2627) or by facsimile at (NSP Fax Number) .”
TCS-1 Letter	Revised the first paragraph to read as follows: “This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. Unfortunately, we cannot process your request because it was postmarked more than 45 days after the date your lender notified you that your structure is located in an SFHA. In accordance with Section 65.17 of the National Flood Insurance Program regulations, your request is no longer eligible for our review; therefore, we are returning your entire request package, including the check or money order you submitted.”
TCS-2 Letter	Revised the first paragraph to read as follows: “This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. Unfortunately, we cannot review your request because the following items were missing:”
TCS-3 Letter	Revised the first paragraph to read as follows: “This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. Unfortunately, we cannot process your request because your package did not include a dated copy of your lender’s notification to you that your structure is located in an SFHA.”

Summary of Appendix C Changes

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TCS-4 Letter	<p>Revised the first paragraph to read as follows:</p> <p>“This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. Unfortunately, we cannot process your request because the payment included in your package is less than the \$80 required.”</p>
TCS-5 Letter	<p>Revised the first paragraph to read as follows:</p> <p>“This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. Unfortunately, we cannot process your request because the payment included in your request package could not be deposited.”</p>
TCS-7 Letter	<p>Revised the first paragraph to read as follows:</p> <p>“This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. Unfortunately, we cannot process your request because, as shown on the Standard Flood Hazard Determination Form included in your package, your lender’s determination is not based on the current effective NFIP map.”</p>
TCS-8 Letter	<p>Revised the first paragraph to read as follows:</p> <p>“This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. We have completed our review of your request.”</p>

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TCS-9, TCS-10, and TCS-11 Letters	<p>Revised the first paragraph to read as follows:</p> <p>“This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. We have completed our review of your request and determined the following:”</p>
TCS-12 Letter	<p>Revised the first paragraph to read as follows:</p> <p>“This responds to your request for our review of your lender’s determination regarding whether your building or manufactured home is located in an identified Special Flood Hazard Area (SFHA) as shown on the effective National Flood Insurance Program (NFIP) map for your community. Because your request package includes elevation information, it is more appropriately handled under other, less restrictive procedures that allow us to consider all available information. These procedures can result in our issuing a Letter of Map Amendment or Letter of Map Revision Based on Fill to amend or revise the current effective NFP map to remove the SFHA designation from your building or manufactured home if warranted.”</p>