

NATIONAL FLOOD INSURANCE PROGRAM

Reforms 2015-2016

Improving the Customer Experience

JUNE 2015

Flood insurance advocate permanently established to advocate for fair treatment of policyholders

FALL 2015

FEMA stands up Flood Recovery Office at SC field office, implements pre-inspection payments for claims

DEC 2015

NFIP surveys 2,000+ policyholders to learn what matters to them

FEB 2016

FEMA reforms NFIP appeals office to improve policyholder access to FEMA

JUNE 2015

FEMA launches 800 number to better serve policyholders

MARCH 2016

NFIP stands up a Customer Experience Office

DEC 2016

New claims appeal process in place

Resolving Sandy Claims

FEB 2015

FEMA agrees to settle Sandy-related litigation

MAY 2015

Sandy claims review process opens

OCT 2015

Sandy claims review registration closes

SUMMER 2016

FEMA nears completion of Sandy litigation settlement and Sandy claims reviews

Policy Reforms & Increased Oversight

WINTER 2015

FEMA begins 100% review of engineering expenses

MARCH 2015

Administrator Fugate names new leadership for NFIP

MARCH 9, 2015

FEMA adds more controls on engineering costs submitted by private insurance companies

JUNE 1, 2015

Guidance issued to private insurance companies to put policyholders first

MARCH 2016

FEMA-initiated OIG report on oversight of private insurance companies released

MAY 2016

FEMA moves to begin process of overhauling arrangement between NFIP and private insurance companies

MAY 2016

FEMA announces actions to rein in excess litigation costs



FEMA