



The Office of the Flood Insurance Advocate

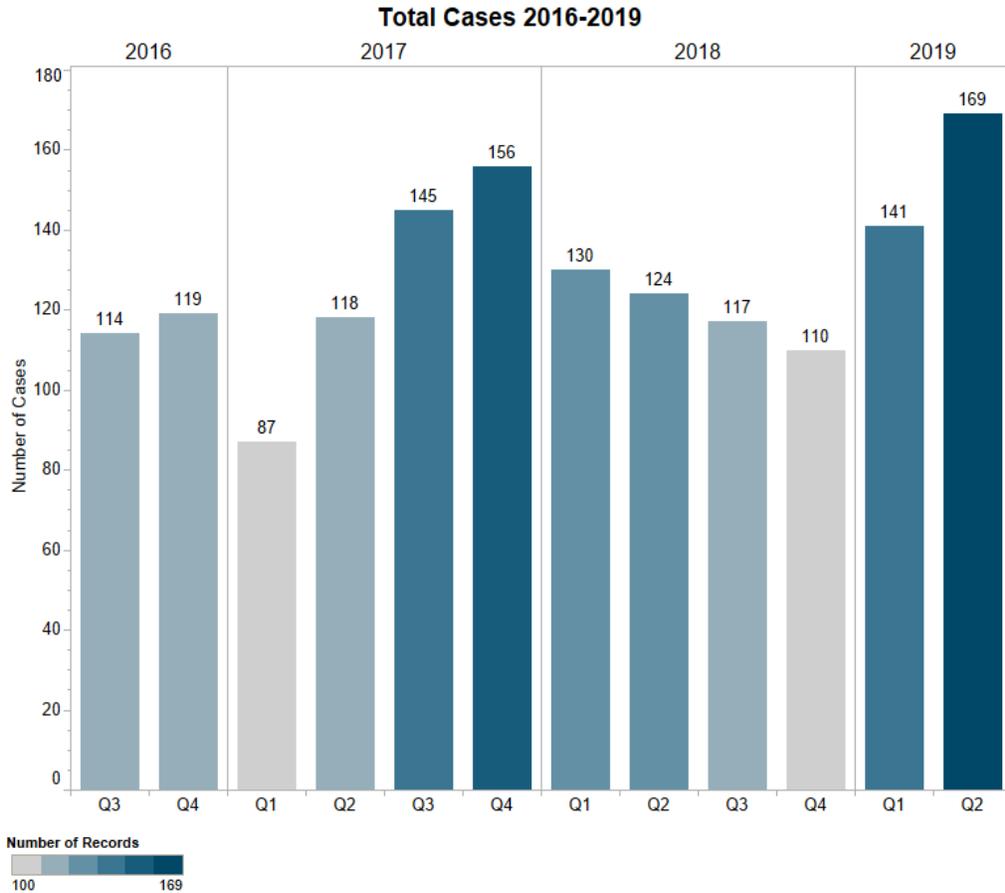
Periodic Report: April – June 2019

Reducing complexity with compassion and fairness



OFIA Casework

- During this period, the OFIA received the highest number of cases in an individual quarter since inception.
- In this quarter, the OFIA received the most Increased Cost of Compliance cases of any quarter and facilitated the highest number of beneficial outcomes for those cases.
- Around 20% of cases were resolved with the aid of Programs. In particular, the OFIA collaborated strongly with the Underwriting Branch this quarter.



Spotlight on Customer Casework

Customer Issues

A homeowner experienced three floods after purchasing her home in 2006. She originally did not have insurance because her home was mapped in an X-zone. After her first loss, she purchased flood insurance and experienced two more floods. To avoid experiencing a future flood, she wanted to know how Increased Cost of Compliance (ICC) coverage could help.

OFIA Action

After reviewing a letter declaring her property substantially damaged by flood, an advocate representative contacted the local floodplain manager. The representative learned that the homeowner’s community has an ordinance that requires new, substantially damaged, or improved construction be elevated 1 foot above the ground (even in an X-zone). The representative sent a copy of this ordinance to the insurance agent and instructions on the ICC process to the homeowner.

Outcome

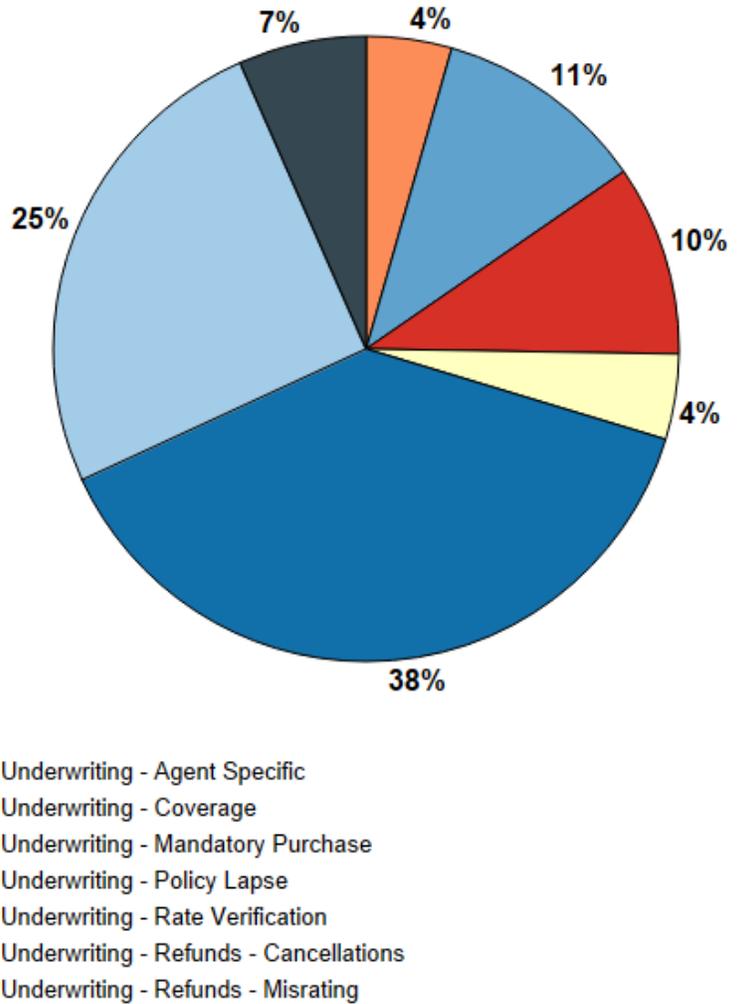
The insurer opened an ICC claim for the homeowner and an adjuster contacted her to explain the process. The homeowner obtained the funds needed to elevate the home and reduce the risk of flood damage.



OFIA Trends

- 56% of all cases the OFIA received this quarter were underwriting related.
- Almost 40% of the underwriting inquiries were related to rate verification. More than half of those inquiries involved a change to the rating of an existing flood insurance policy.
- 25% of underwriting cases concerned policy cancellation refunds. More than half of these fell under cancellation Reason Code 26.
- Of all of the underwriting cases, 25% were resolved with a beneficial outcome of either a lower premium or a premium refund.

Underwriting Sub-Topics



What We Heard From NFIP Customers

“We received a truly helpful response and efforts from our advocate. We had tried everything we knew of to resolve the issue before we found the advocacy resource and we were unsuccessful. After contacting the OFIA, our advocate was able to resolve the issue and kept us in the loop during the process. This was very much appreciated! Please continue to offer this advocacy resource/program!!!”

OFIA Impact

Since October 2016, the OFIA has achieved beneficial outcomes for customers, some resulting in additional claims payments, premium reductions, and refunds. During this period, the OFIA coordinated the most premium refunds for clients since Q2 of 2017.