



FEMA

W-08079

October 8, 2008

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators, NFIP Servicing Agent, Independent Adjusters and Adjusting Firms

FROM:

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

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

SUBJECT:

NFIP IT Services ezClaims Adjuster Console
and PDA Applications Update

Accompanying is an update about some of the NFIP IT Services web-based tools for use by claim adjusters.

Please share this information within your organization. If you have any questions, please contact the NFIP IT Manager and ISSO at jack.way@dhs.gov or the NFIP IT Service Desk at 202.466.HELP or nextgen@ostglobal.com.

Attachment

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: Claims, Data Processing

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

1 Overview

The following instructions provide NFIP Flood Insurance Adjusters (WYO Company staff or independent) details on how to establish an NFIP IT Services online account, start using the ezClaims applications at www.nfipbureau.fema.gov, and file NFIP Preliminary Damage Assessment (PDA) reports.

Validated adjusters can use the ezClaims PDA application to submit data on potentially substantially damaged buildings. An ezClaims PDA form should be completed when the flood adjuster determines whether a flooded structure is potentially substantially damaged, which means that the damage is 50 percent or more of the pre-flood market value of the building. The adjuster will use “replacement cost” when completing this form; however, the community is required under its ordinance to use “market value” in determining substantial damage. The PDA forms are used for advisory purposes to assist FEMA and communities in identifying potentially substantially damaged buildings. The ezClaims PDA form allows users to enter, view, save, and download their submissions. Users are NFIP validated independent adjusters, staff adjusters, NFIP Bureau contractors, and FEMA claims staff.

2 Reference Material

- QuickStart – ezClaims QuickStart for Adjusters (<http://www.nfipbureau.fema.gov/help.html>)
- Bulletin – NFIP Adjuster’s Web-Based Tools (W-08037) posted on June 17, 2008 (http://fema.nfipnextgen.com/bulletin_2008.html)

3 Getting Started

3.1 Establish an NFIP IT Account to Access the ezClaims Applications

Step 1: Go to www.nfipbureau.fema.gov > My Profile > Request an Account

NFIP Bureau FEMA.gov Web Portal

Location Validation | SQANet | FREE | F2M | Home | Help |

Welcome to NFIP Bureau 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.

Need help with the NextGen applications? Call 202-466-HELP(4357)!

- Access Control Questions
- Forgotten Password
- NextGen Application Support
- Report a Bug
- Report Request

The NFIP IT Services Desk at 202-466-HELP(4357) is ready to assist you!

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

LOCATION VALIDATION

Street Address:

ezClaims

- Adjuster Console
- Prelim Damage Assessment
- Adjuster Lookup
- Rec Inspections
- Disaster Info
- Adjuster Admin

My Profile

- Request an Account
- Edit My Profile
- Forgotten Password

Applications

- AW-501 & RL Maintenance
- Location Validation
- FREE
- SQANet
- F2M
- Forms

NFIP Documents & Files

- Bulletins & Manuals
- eWatermark
- NFIP Videos
- Community Files

NFIP Corners

- Financials
- Underwriting
- Reports
- Claims
- Repetitive Loss

Welcome!

- Getting Started
- NFIP Services News
- Awareness Material
- Contact Us

Saturday, 27 September 2008

NFIP Bureau FEMA.gov Web Portal

FEMA

Request an Account

ezClaims Preliminary
Damage Assessment
application

Step 2: Complete the My Profile Request Form (See Screenshot Below)

- Your Employer
 - WYO Company Staff Adjusters select “WYO Company” under “Employer.” Then select your company from the dropdown list.
 - Independent Adjusters select “Independent Adjuster” under “Employer.” Then enter in your FCN that is on your FCN card.
- Your Email
 - Use an official and stable email account, since this will be your NFIP IT Services User/Login ID.
- NFIP Bureau Applications
 - Check “ezClaims Adjuster Console, Prelim Damage Assessment and FCN Cards.”

The screenshot shows the 'my profile' form with the following sections and annotations:

- 1. Enter your information.**
 - First Name: [text box]
 - Last Name: [text box]
 - Email: [text box]
 - Phone: [text box]
 - Second Phone: [text box]
 - Title: [text box]
 - Area of Expertise: [dropdown menu, 'Claims' selected]
 - Fax: [text box]
 - Employer: [dropdown menu, 'WYO Company' selected]
 - WYO Company: [dropdown menu, 'Select Your WYO Company' selected]
- 2. I am involved in (check all that apply)**
 - ☐ IBHS
 - ☐ Coalition
 - ☐ CRS Task Force
 - ☐ FISCAA
 - ☐ Standards Committee
 - ☐ Association of State Floodplain Management (ASFPM)
 - ☐ Other
- 3. I am interested in (check all that apply):**
 - NFIP Bureau Applications**
 - ☐ FREE - Flood Insurance Quoting Engine & Underwriting Submissions
 - ☐ 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 Bureau ONLY)
 - ☐ ezClaims - Disaster Information (Access for Bureau ONLY)
 - ☐ ezClaims - Coordinating Officer (Access for Bureau ONLY)
 - ☒ ezClaims - Adjuster Console, Prelim Damage Assessment and FCN Cards (Access for Claims Adjusters and Bureau ONLY)
 - ☐ Admin Profile (Access for NFIP IT Services ONLY)
 - ☐ Company Profile (Access for NFIP IT Services ONLY)
 - ☐ NFIP Training Website (Access for Everyone)
 - ☐ SFR Manuals (Access for approved SFR Underwriters ONLY)
 - ☐ Floodplain Inspection Management for Monroe County (Access for Community/Local Officials Only)
 - Mailing Lists**
 - ☐ Stakeholder Involvement Group (aka EDG) Mailing List
 - ☐ eWatermark
 - ☐ National Flood Conference
 - ☐ NFIP Adjuster Mailing List
 - ☐ NFIP Agent Mailing List

Annotations (dashed red boxes):

- Top right: "If you are a WYO Co staff adjuster, select WYO Co and then your WYO Company."
- Middle right: "Select ezClaims - Adjuster Console."
- Bottom right: "Check the box(es) of any desired email mailing lists."

A large diagonal watermark reads "RECEIVED APRIL 2018".

Step 3: You will receive your NFIP account information from ims@nfipnextgen.com within a few days.

- WYO Company Staff Adjusters normally receive their accounts within 24 to 48 business hours, depending on the response time of their company’s point of contact for access control.
- Independent Adjusters normally receive their accounts within 12 business hours.

3.2 Create, Submit, and Track Your PDAs (You Should Start Now!)

Refer to the QuickStart – ezClaims QuickStart for Adjusters (<http://www.nfipbureau.fema.gov/help.html>) on how to use the application.

3.2.1 PDA Enter Page Tips

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

Potentially Substantially Damaged Building → LookUp → Enter → View & Print → Completed PDA

3. Adjuster Preliminary Damage Assessment Form - Enter in data below

Adjuster FCN: [Text Field]
WYO Company | NAIC Number: [Text Field]
Insured Name: [Text Field]
Property Address: [Text Field]
City, State, Zip: [Text Field]
Date of Loss: [Month] [Day] [Year]
FICO Number | State | Type: [Dropdown Menu]
Probable Repair Cost*: [Text Field]
Building Replacement Cost Value: [Text Field]
Building Actual Cash Value: [Text Field]
Adjuster's Notes: [Text Area]
* This is an estimate of the cost to repair or replace the building.
This form is to be used for advisory purposes only. It is not to be used for determining substantial damage.
Communities identify potential substantially damaged buildings. The adjuster who is required under the National Flood Insurance Program to use "market value" in

Cancel Continue

If you are a flood validated independent adjuster, your FCN will auto-populate. If you are a WYO Company staff adjuster, you can enter in your (1) FCN or (2) WYO Company staff generic FCN.

Select the appropriate FICO Number. If the desired FICO Number is not published via a WYO Bulletin, then it will not be available in the ezClaims dropdown list. In this case, select "No FICO."

If the PDA is entered by a different adjuster or staff member, please enter in the Adjuster Name and/or FCN in the Adjuster's Notes Section.

3.3 FAQs

Who is required to enter in the PDA claims data in the ezClaims Application?

Any approved WYO Company claims staff member, independent adjuster, or staff adjuster may enter their organization's PDA claims data. It does not have to be directly entered by the adjuster himself or herself. It is the independent adjuster's responsibility to ensure that all potentially substantially damaged structures are entered in the ezClaims PDA application. For WYO Company staff adjusters, it is the responsibility of the WYO Company to ensure that all potentially substantially damaged structures are entered in the ezClaims PDA application.

When does a PDA need to be completed?

A PDA form should be entered in the ezClaims PDA application whenever a building is determined to be potentially substantially damaged. A potentially substantially damaged structure is initially flagged by the flood adjuster when the building has been damaged to 50 percent of more of its pre-flood market value. The adjuster will use "replacement cost" when completing this form; however, the community is required under its ordinance to use "market value" in determining substantial damage. The PDA forms are used for advisory purposes to assist FEMA and communities in identifying potentially substantially damaged buildings. To assure the quickest action, adjusters should report the PDA statistics daily within the ezClaims PDA application.

What transactions can I see in the ezClaims Adjuster Console Work List?

Your Work List will include only the ezClaims transactions associated with your organization. If you are an independent adjuster, you will only see the PDA transactions that you have submitted under your user account. If you are a WYO Company staff adjuster, you will see the PDA transactions that are submitted for your entire company or organization. The ezClaims Work List will include only "saved" and "submitted" entries.

How are FICO Numbers posted to the ezClaims Adjuster Console/PDA application?

The ezClaims applications dropdown list values (e.g., FICO Number) are dynamically populated. When the FICO Number is established, it is entered by the NFIP Services Claims Staff in the ezClaims Disaster Info application, and it is automatically displayed in all of the FICO dropdowns.

What if the FICO Number that I am looking for is not in the ezClaims Adjuster Console/PDA application FICO dropdown?

If the ezClaims application does not include a specific FICO Number, a user can still enter and process a PDA by selecting “No FICO.”

Where can I get information about the use of the ezClaims Adjuster Console/PDA application?

For additional information on how to use this application, please refer to the QuickStart at <http://www.nfipbureau.fema.gov/help.html> > ezClaims QuickStart for Adjusters.

On the PDA Enter step, what do I enter in the “FCN” field? I am a staff adjuster and do not have an FCN.

NFIP validated adjusters (staff or independent) who have an FCN should enter in the FCN of the adjuster handling the claim. If you are a WYO Company staff adjuster and have no FCN, you should enter the WYO Company staff generic FCN. If you do not know this number, please contact the NFIP IT Service Desk.

What happens if I am in the field, have no Internet access, and cannot enter PDAs electronically?

Only in these circumstances do you have the option to fax or mail the PDAs to the NFIP Business Services team for input. All PDAs should be processed through the ezClaims PDA application.

If you have questions or require support, you can contact the NFIP IT Services team under the left-hand “Support” Menu at www.nfipbureau.fema.gov or please contact the Service Desk at 202.466.HELP.