



FEMA

W-09026

May 20, 2009

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

FROM: iService Claims Team
NFIP Bureau and Statistical Agent

SUBJECT: NFIP IT Services ezClaims Adjuster Console, FCN Cards and PDA Applications Update

This bulletin supersedes Bulletin W-08079. Please note that the only changes are flood certification application mailing address and fax number.

The following instructions provide NFIP flood insurance certified independent adjuster's details on how to print their 2009 Flood Certification Number (FCN) card and process their NFIP Preliminary Damage Assessment (PDA) forms within ezClaims Adjuster Console.

Flood Certification applications are being accepted at the iService NFIP Bureau and Statistical Agent and they can be faxed or mailed to the following location.

NFIP Bureau and Statistical Agent
c/o Claims Department
8400 Corporate Drive, Suite 350
Landover, MD 20785
Fax Number: 301-577-3421

Please note you must have attended a full day Claims Presentation this year in order to obtain certification if you meet the minimum requirements or to maintain your existing certification. You can check your status by using the NFIP Adjuster' Web Based Tools.

NFIP flood certified adjusters can use the ezClaims PDA application to submit data on potentially substantially damaged buildings. An ezClaims PDA form must be completed when the flood adjuster determines if 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 the NFIP to use "market value" in determining substantial damage. NFIP PDA forms are used as advisory purposes in helping FEMA and communities identify potential substantially damaged buildings. The ezClaims PDA form allows users to enter, view, save and download their submissions. Users are NFIP certified independent adjusters, staff adjusters, NFIP Bureau contractors and FEMA claims staff.

Please refer to the additional reference material below for details.

- QuickStart – ezClaims QuickStart for Adjusters (<http://www.nfipbureau.fema.gov/help.html>)
- Bulletin – NFIP Adjuster's Web-Based Tools (W-0837) posted on June 17, 2008 (http://fema.nfipnextgen.com/bulletin_2008.html)

Please share this information within your organization as appropriate. If you have any questions, please contact the iService Claims Lead Mike Hartsy (mhartsy@ostglobal.com) or the NFIP IT Service Desk at 202.466.HELP.

Attachment

cc: Vendors, IBHS, FIPNC, Government Technical Representative
Suggested Routing: Claims, Data Processing

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NFIP Adjusters' Web-based Tools – ezClaims Adjuster Console

1 Overview

The following instructions provide NFIP Flood Insurance Adjusters (WYO company staff or independent) details on how to start using the ezClaims applications at www.NFIPBureau.FEMA.gov, and FEMA NFIP Preliminary Damage Assessment (PDA) form reporting instructions.

2 Getting Started

2.1 Access Adjuster Console

Go to www.NFIPBureau.FEMA.gov and click on Adjuster Console.

NFIPBureau.FEMA.gov Web Portal

NFIPservices

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

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NFIP Admin Only

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NFC 2009 BOSTON
REVOLUTIONIZING THE NFIP

NFC 2009 In Summary!

NFC 2009 in Boston was a huge success!
Thank you for attending.
We look forward to seeing you in
San Diego, CA April 2010!
[NFC Photos](#), [Presentations](#), [Videos](#)

Welcome to NFIPBureau.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.

NFIP IT Services Desk Info is ready to assist you!
Need help with the NextGen application? Call 202-466-HELP(4357)!
[Forgotten Password](#) | [NextGen Application Support](#) | [Report a Bug](#) | [Report Request](#)

NFIP Training 2009 Workshops
Agents, Adjusters, Lenders
To maintain "Active" status for NFIP Adjuster Certification or to become certified, adjusters must attend a 2009 Claims Workshop. [View Schedules](#)

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 quotes and process underwriting requests with the NFIP Bureau. *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*

ezClaims > Adjuster Console application.

2.2 Adjuster Console

ezClaims > Adjuster Console Sign In

FCN Application Mailing Address and Fax Number

FCN Card Printing (You must have an account)

2.3 PDA : Create, Submit, and Track Your PDAs

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

2.3.1 PDA Enter Page Tips

If you are a flood certified 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. 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 Note Section.

2.4 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 in their organization's PDA claims data. It does not need to be directly entered by the adjuster himself or herself. For independent adjusters, it is their responsibility to ensure that all of their 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 of their potentially substantially damaged structures are entered in the ezClaims PDA application.

When does a PDA need to be completed?

Whenever a building is determined to be potentially substantially damaged, a PDA form must be entered in the ezClaims PDA application within 24-hours of the site visit. A potentially substantially damaged structure is initially flagged by the flood adjuster by based on the building pre-flood market value is more than 50-percent damaged. The adjuster will use "replacement cost" when completing this form; however, the community is required under the NFIP to use "market value" in determining substantial damage. The PDA forms are used for advisory purposes in helping FEMA and communities identify potential substantially damaged buildings. It is mandatory for adjusters to report the PDA statistics daily within the ezClaims PDA application.

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

Only the ezClaims transactions associated with your organization are displayed in your Work List. If you are an independent adjuster, you will only see your 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. Only "saved" and "submitted" entries will be displayed in the ezClaims Work List.

How are the FICO numbers posted in the ezClaims Adjuster Console/PDA application?

The ezClaims applications dropdown 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 automatically is displayed in all of the FICO dropdowns.

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

If by some reason if the FICO number was not entered in the ezClaims application, a user can still enter and process a PDA. Just select "No FICO."

Where can I get information on how to use 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 "FCN" field? I am a staff adjuster and do not have an FCN?

NFIP certified adjusters with an FCN, staff or independent, should enter in the FCN of the adjuster working the claim. If you are a WYO Company staff adjuster with no FCN, then enter in 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 and have no Internet access to enter in the PDAs?

Only in these circumstances, you have the option to fax or mail the PDAs to the NFIP Business Services team for input. All PDA will 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.