



FEMA

W-14010

March 28, 2014

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and the  
National Flood Insurance Program (NFIP) Servicing Agent

A handwritten signature in black ink, appearing to read "Dennis Kuhns".

FROM: Dennis Kuhns  
Division Director  
Risk Insurance Division

SUBJECT: Updated – Rapid Response Needed for Policy  
Documentation Requests

In NFIP Bulletin W-14007 dated February 17, 2014, the Federal Emergency Management Agency (FEMA) requested expedited responses to requests for policy documentation in response to inquiries. This bulletin provides guidelines for both underwriting and claims documentation receipt times based on the type (source) of the inquiry.

Beginning March 31, 2014, requests for documentation will specify in the subject line whether the inquiry is Congressional or White House (VIP) or other (General).

- For Congressional and White House (VIP) inquiries, we ask that you send the required documentation within 48 hours of the request. For any supplemental requests regarding the same policy, we ask that you send the documentation within 24 hours.
- For other (General) inquiries, we ask that you send the required documentation with 10 days of the request. For any supplemental requests regarding the same policy, we ask that you send the documentation within 5 days.

Each request for documentation will include a copy of the incoming inquiry. Please include a summary addressing the issues in the inquiry as well as the specific supporting documentation from the underwriting or claim file.

This level of support from our partners will help to ensure that we can give the best response to all inquiries in a timely manner.

Thank you for your continued support of the NFIP.

cc: Vendors, IBHS, Government Technical Representative

Suggested Routing: Claims, Underwriting

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