



FEMA

W-20006

May 1, 2020

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

FROM: NFIP Clearinghouse

SUBJECT: May 2020 Revisions to the *NFIP Claims Manual* Posted Online

The *NFIP Claims Manual* that is effective on May 1, 2020, has been posted for your reference [fema.gov/flood-insurance/work-with-nfip/manuals#claims](https://www.fema.gov/flood-insurance/work-with-nfip/manuals#claims).

Please contact the WYO Support Team at NFIPWYOMailbox@fema.dhs.gov if you have any questions.

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Required Routing: Accounting, Claims, Marketing, Training, Underwriting