

# RESOURCE CHECKLIST

## 1. DID YOU EXPERIENCE A FLOOD EVENT?

☐ **Yes**

- Go to **Question 2**.

☐ **No**

- Direct them to the appropriate field staff member to answer their questions (i.e., Individual Assistance, SBA loans).

## 2. ARE YOU AN NFIP POLICYHOLDER OR HAVE PRIVATE FLOOD INSURANCE?

☐ **Yes**, they are an NFIP policyholder.

- Go to **Question 3**.

☐ **Yes**, they have private flood insurance.

- Apologize and let them know that you can't answer any questions about private flood policies.
- Recommend the survivor contact their insurer as soon as possible.
- Explain it is not necessary to return home before starting a claim.
- Provide recommended resources:
  - **Brochure:** [Recovering Financially After a Flood](#)
  - **Flyer:** [Identifying Your Advocates After a Flood](#)
- Offer to print recommended resources and/or provide the QR Resource Flyer to access resources digitally.

☐ **No**, they do not have flood insurance at all.

- Direct them to the appropriate field staff member to field their questions (i.e., Individual Assistance, SBA loans).
- Provide recommended resources:
  - **Brochure:** [Why Do I Need Flood Insurance?](#)
  - **Brochure:** [NFIP Flood Insurance for Renters](#)
  - **Brochure:** [Recovering Financially After a Flood](#)
  - **Postcard:** [Most Homeowners Insurance Does Not Cover Flood Damage](#)
- Offer to print recommended resources and/or provide the QR Resource Flyer to access resources digitally.

☐ **Unsure**

- Provide them with FMIX information to call on their personal phones or the field staff member can call on their FEMA phone on the survivor's behalf if willing.
  - FMIX Contact Information: [FEMA-FMIX@fema.dhs.gov](mailto:FEMA-FMIX@fema.dhs.gov) or **(877) 336-2627**.

### 3. DO YOU HAVE YOUR NFIP INSURER'S CONTACT INFORMATION?

☐ **Yes**

- Recommend the survivor contact their insurer as soon as possible.
- Explain it is not necessary to return home before starting a claim.
- Then, continue to **Question 4**.

☐ **No**

- Provide them with FMIX information to call on their personal phones or the field staff member can call on their FEMA phone on the survivor's behalf if willing.
  - FMIX Contact Information: [FEMA-FMIX@fema.dhs.gov](mailto:FEMA-FMIX@fema.dhs.gov) or **(877) 336-2627**.
- Then, continue to **Question 4**.

### 4. PROVIDE SURVIVOR WITH SPECIFIC RESOURCES THAT WILL HELP THEM AS AN NFIP POLICYHOLDER.

- Provide recommended resources:
  - Flyer: [NFIP How to Start a Flood Insurance Claim](#)
  - Postcard: [Flood Insurance Resources](#)
  - Flyer: [Identifying Your Advocates After a Flood](#)
  - Brochure: [Recovering Financially After a Flood](#)
  - Website: [How to Start a Flood Insurance Claim](#)
- Offer to print recommended resources and/or provide the QR Resource Flyer to access resources digitally.

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Ensure survivor is aware [floodsmart.gov](https://www.floodsmart.gov) has additional resources. Provide URL if needed.



**FEMA**

