

FIELD RESOURCE SETUP & QUICK REFERENCE GUIDE

NFIP QUICK FACTS

- Flood damage is not usually covered by homeowners or renters insurance policies.
- FEMA and its National Flood Insurance Program (NFIP) offers homeowners, renters and business owners the option to purchase flood insurance for their structure (building coverage) and/or belongings (contents coverage).
- Coverage amounts and premiums vary, but disaster survivors may visit [floodsmart.gov](https://www.floodsmart.gov) to get an NFIP flood insurance quote for their property or contact their insurance agent or provider for more information on both the NFIP and private flood insurance options.
- Policyholders do not have to wait to return home to start their claim. They should contact their insurance provider to start the process as soon as possible.

SETTING UP NFIP RESOURCES IN THE FIELD

1. Access NFIP resources for the field, including:
 - An **NFIP Field Resource Setup & Quick Reference Guide** for setting up NFIP materials in a field office (this document).
 - An **NFIP Resource Spreadsheet** with links to pre-selected resources for NFIP policyholders, potential policyholders and insurance agents.
 - An **NFIP Post-Disaster Recovery Flyer** that links to the resources for NFIP policyholders and potential policyholders.
 - A **Disaster Survivor Checklist** to help FEMA field staff determine which NFIP publications best suit the needs of each disaster survivor – policyholders, potential policyholders – or insurance agents.
 - A **Disaster Field Staff Guide for Using NFIP Publications** that provides directions on how to ensure the use of current NFIP publications.
2. At the beginning of each disaster, download each of these resources locally on your FEMA device. This should include all NFIP resources linked in the spreadsheet. This allows them to be easily accessible and mitigates issues caused by poor connectivity.
 - **Tip:** *It may be helpful to organize the spreadsheet resources in folders by audience (i.e., NFIP policyholders, potential policyholders and insurance agents).*
3. Print and display a copy of the **NFIP Post-Disaster Recovery Flyer to allow survivors to scan the QR code and access resources**. Printing can be accomplished at the field location or at a hotel. If additional printing is possible, print a few copies of the flyer to distribute in the event of limited connectivity or challenges with the QR codes.



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4. When a disaster survivor speaks with you, follow the **Disaster Survivor Checklist** to determine the best resources for their situation.
 - **Note:** *If the disaster survivor does not know who their insurance provider is or if they need help determining if they have flood insurance, the checklist provides FEMA field staff with instructions on how to help them contact the FEMA Mapping and Insurance eXchange (FMIX).*
5. Options for distributing the appropriate resources to the disaster survivor or insurance agent include:
 - Walk them through the resource(s) on your FEMA device.
 - Offer them the appropriate QR code from the flyer to open needed resources on their device. You may also suggest they take a picture of the flyer on their device and/or hand them a printed copy.
 - If possible, print selected resource(s) onsite. All resources are offered in a designed graphic format or a simpler, text-only format for quick printing.
 - If comfortable with it, offer to email the disaster survivor the resource link or locally saved file from your device.
6. At the conclusion of the disaster, delete the locally saved files from your FEMA device to ensure the most updated information is downloaded for the next disaster.
 - For any printed NFIP materials, refer to the **Disaster Field Staff Guide for Using NFIP Publications** for instructions on how to store publications and/or dispose of any outdated publications.

