Draft Email Post-Flood Recovery

**Subject**: Information and Resources to Help You with Post-Flood Recovery

Dear [contact],

I know you must be dealing with a great many issues and concerns after experiencing flood damage. I wanted to follow up on our call with some information and resources to help make recovery a little easier.

* Above all, please keep safety your top priority. Talk to community authorities to make sure that it’s safe to return to your property.
* Use extra caution when entering a building.
  + There could be hidden damage, particularly in foundations.
  + Standing water could be electrically charged from damaged power lines.
  + Water may be contaminated from damaged sewer or septic systems or chemicals.
* FEMA’s [Recovering from Disaster](https://www.fema.gov/pdf/areyouready/recovering_from_disaster.pdf) guide provides helpful safety information and a section specifically on recovery after a flood.
* The National Flood Insurance Program has two resources to help you through the flood insurance claim process. This [infographic](https://www.fema.gov/sites/default/files/2020-07/fema_nfip_how-to-file-flood-insurance-claim.pdf) provides an overview, and the [Claims Handbook](https://www.fema.gov/sites/default/files/2020-05/FINAL_ClaimsHandbook_10252017.pdf) has detailed information and instructions.
* As I mentioned, remote claim adjusting is available, and your assigned claims adjuster will provide instructions and help for documenting the damage through photos and videos.
* Remember not to discard any damaged property or material before documenting the damage. The exception is anything that poses a health or safety risk.

If you have any questions or need assistance during the claim or recovery process, please reach out to me.

Sincerely,

[Name, contact information]