



# National Flood Insurance Program (NFIP)

## Resource Library

The following materials comprise a current collection of NFIP resources, webpages, fact sheets, infographics and publications available for your use:

NFIP RESOURCES						
Resource	Topic	Type	Web Address	Language	Update	
Flood Smart	NFIP	Webpage	<a href="https://www.floodsmart.gov/">https://www.floodsmart.gov/</a>			
NFIP Webpage	NFIP	Webpage	<a href="https://www.fema.gov/national-flood-insurance-program">https://www.fema.gov/national-flood-insurance-program</a>			
NFIP Help Center	NFIP	Webpage	<a href="https://nfipservices.floodsmart.gov/contact">https://nfipservices.floodsmart.gov/contact</a> <b>1-800-427-4661</b>			
NFIP Insurance Company Contact List	Claims	Resource Sheet	<a href="https://nfipservices.floodsmart.gov/sites/default/files/Toll-Free%20Number%20by%20WYO%2008%2007%202018.pdf">https://nfipservices.floodsmart.gov/sites/default/files/Toll-Free%20Number%20by%20WYO%2008%2007%202018.pdf</a>	English		
Flood After Fire	Flood	Infographic Fact Sheet	<a href="https://www.fema.gov/media-library/assets/documents/93830">https://www.fema.gov/media-library/assets/documents/93830</a>	English Spanish	January 24, 2018	
Understanding Mudflow and the NFIP	Mudflow	Fact Sheet	<a href="https://www.fema.gov/media-library-data/1517347384733-7799cede0aade3f1efde5139b6c8138a/FINAL_Backgrounder_Understanding_Mud_and_the_NFIP_2018_508.pdf">https://www.fema.gov/media-library-data/1517347384733-7799cede0aade3f1efde5139b6c8138a/FINAL_Backgrounder_Understanding_Mud_and_the_NFIP_2018_508.pdf</a>			

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<b>NFIP Desk Reference Guide for State Insurance Commissioners and Stakeholders</b>	NFIP	Reference Guide	<a href="https://www.fema.gov/media-library/assets/documents/157006">https://www.fema.gov/media-library/assets/documents/157006</a>	English	October 1, 2017
<b>NFIP Policyholders Flood Clean Up</b>	Mold / Debris/ Clean-Up	Fact Sheet	<a href="https://www.fema.gov/media-library/assets/documents/135937">https://www.fema.gov/media-library/assets/documents/135937</a>	English and Spanish	September 19, 2017
<b>Coming Home After a Flood</b>	Clean Up	Infographic	<a href="https://www.fema.gov/media-library/assets/images/114335">https://www.fema.gov/media-library/assets/images/114335</a>	English	February 4, 2016
<b>What to do after a Flood</b>	Claims	Fact Sheet and Power Point	<a href="https://www.fema.gov/media-library/assets/documents/136023">https://www.fema.gov/media-library/assets/documents/136023</a> <a href="https://www.fema.gov/media-library/assets/documents/136340">https://www.fema.gov/media-library/assets/documents/136340</a>	English and Spanish	September 10, 2017
<b>Salvaging Water Damaged Family Values and Heirlooms</b>	Clean Up	Fact Sheet	<a href="https://www.fema.gov/media-library/assets/documents/113297">https://www.fema.gov/media-library/assets/documents/113297</a>	English and Multiple Languages	March 21, 2017
<b>How Do I File My Claim?</b>	Claims	Webpage	<a href="https://www.fema.gov/nfip-file-your-claim">https://www.fema.gov/nfip-file-your-claim</a>	English and Spanish	
<b>How to File Your Flood Insurance Claim</b>	Claims	Infographic	<a href="https://www.fema.gov/media-library/assets/documents/120200">https://www.fema.gov/media-library/assets/documents/120200</a>	Multiple languages	September 2, 2017
<b>How to File Your Flood Insurance Claim (Enhanced Process)</b>	Claims	Infographic	<a href="https://www.fema.gov/media-library/assets/documents/167568">https://www.fema.gov/media-library/assets/documents/167568</a>	English	July 18, 2018

<b>10 Step Flood Claims Process Fact Sheet</b>	Claims	Fact Sheet	<a href="https://www.fema.gov/media-library/assets/documents/114402">https://www.fema.gov/media-library/assets/documents/114402</a>	English and Spanish	January 1, 2016
<b>Claims Enhancement</b>	Claims	Bulletin	<a href="https://nfipservices.floodsmart.gov/sites/default/files/w-18013.pdf">https://nfipservices.floodsmart.gov/sites/default/files/w-18013.pdf</a>	English	June 7, 2018
<b>Flood Insurance Claims Handbook</b>	Claims	Handbook	<a href="https://www.fema.gov/media-library/assets/documents/6659">https://www.fema.gov/media-library/assets/documents/6659</a>	English and Spanish	October 25, 2017
<b>Post Inspection for Policyholders</b>	Claims	Fact Sheet	<a href="https://www.fema.gov/media-library/assets/documents/136008">https://www.fema.gov/media-library/assets/documents/136008</a>	English and Spanish	September 10, 2017
<b>Flood Claims Appeals and Guidance</b>	Appeals	Webpage	<a href="https://www.fema.gov/flood-claim-appeals-and-guidance">https://www.fema.gov/flood-claim-appeals-and-guidance</a>	English and Spanish	
<b>Flood Insurance Agent Manual</b>	NFIP	Manual	<a href="https://www.fema.gov/media-library/assets/documents/162601">https://www.fema.gov/media-library/assets/documents/162601</a>	English	April 1, 2018
<b>Who's Knocking at Your Door</b>	Disaster Process	Infographic	<a href="https://www.fema.gov/media-library/assets/documents/150843">https://www.fema.gov/media-library/assets/documents/150843</a>	English and Spanish	November 2, 2017
<b>IA Eligibility Fact Sheet</b>	Individual Assistance	Fact Sheet	<a href="https://www.fema.gov/media-library/assets/documents/141282">https://www.fema.gov/media-library/assets/documents/141282</a>	English and Spanish	September 19, 2017
<b>Increased Cost of Compliance Brochure</b>	ICC	Brochure	<a href="https://www.fema.gov/media-library/assets/documents/12164">https://www.fema.gov/media-library/assets/documents/12164</a>	English	September 1, 2017
<b>NFIP Substantial Damage "What Does it Mean?"</b>	Claims	Fact Sheet	<a href="https://www.fema.gov/news-release/2017/09/14/fact-sheet-nfip-substantial-damage-what-does-it-mean">https://www.fema.gov/news-release/2017/09/14/fact-sheet-nfip-substantial-damage-what-does-it-mean</a>	English	September 14, 2014

<b>National Flood Insurance Program Fact Sheet</b>	General	Fact Sheet	<a href="https://www.fema.gov/media-library/assets/documents/106144">https://www.fema.gov/media-library/assets/documents/106144</a>	English	
<b>Understanding Flood Loss Avoidance – Policyholders and Agents</b>	Flood Loss Avoidance	Fact Sheet	<a href="https://www.fema.gov/media-library/assets/documents/137860">https://www.fema.gov/media-library/assets/documents/137860</a>	English and Spanish	September 9, 2017
<b>PUBLICATIONS</b>					
<b>Why Do I Need Flood Insurance? (F-0001)</b>	NFIP	Publication	<a href="https://www.fema.gov/media-library/assets/documents/12117">https://www.fema.gov/media-library/assets/documents/12117</a>	English	July 2018
<b>Your Homeowner Insurance Does Not Cover Flooding (F-061)</b>	NFIP	Publication	<a href="https://www.fema.gov/media-library/assets/documents/3569">https://www.fema.gov/media-library/assets/documents/3569</a>	English and Spanish	April 2018
<b>Flood Insurance Requirements for Recipients Disaster Assistance (F-695)</b>	NFIP	Publication	<a href="https://www.fema.gov/media-library/assets/documents/1365">https://www.fema.gov/media-library/assets/documents/1365</a>	English and Spanish	October 2017
<b>Preferred Risk Policy (F-436/F-436S)</b>	General	Publication	<a href="https://www.fema.gov/media-library/assets/documents/17576">https://www.fema.gov/media-library/assets/documents/17576</a>	English and Spanish	August 1, 2017
<b>NFIP Summary of Coverage</b>	NFIP	Publication	<a href="https://www.fema.gov/media-library/assets/documents/12179">https://www.fema.gov/media-library/assets/documents/12179</a>	English and Spanish	November 2, 2012

<b>NFIP Condominium Coverage (F-029)</b>	Condo	Publication	<a href="https://www.fema.gov/media-library-data/20130726-1450-20490-0505/f029_condocov0410.pdf">https://www.fema.gov/media-library-data/20130726-1450-20490-0505/f029_condocov0410.pdf</a>	English	April 2010
<b>VIDEOS</b>					
<b>Flood Insurance Whiteboard Explainer Videos</b>	NFIP	Videos	<a href="https://www.fema.gov/media-library/multimedia/collections/630">https://www.fema.gov/media-library/multimedia/collections/630</a>	English	June 28, 2018
<b>Understanding Mud and the NFIP (FEMA Accessible)</b>	Mudflow	Video	<a href="https://www.youtube.com/watch?v=3INqAn4lZyl">https://www.youtube.com/watch?v=3INqAn4lZyl</a>		January 31, 2018