



FEMA

W-04043

August 5, 2004

MEMORANDUM TO: Write Your Own (WYO) Principal Coordinators and
NFIP Servicing Agent for Dissemination to All Claims Managers

FROM: James S.P. Shortley, Director of Claims
Claims Section, Risk Insurance Branch
Mitigation Division

SUBJECT: Substantially Damaged Structures

On August 3 through August 4, 2004, Hurricane Alex caused moderate to extensive damage to residential and commercial properties in North Carolina. Early reports indicate that substantially damaged property may result. Please ensure that your claims adjusters follow the guidelines below. Their cooperation will help expedite the community officials' determination of substantially damaged buildings.

- The reporting of substantially damaged buildings over the past year has greatly improved. It is mandatory for adjusters to continue to report the statistics promptly.
- After conducting the inspection of the building and identifying it as meeting the criteria for substantial damage, the adjuster is required to enter the information for that building on the attached "**Adjuster Preliminary Damage Assessment**" form. The form has been revised and will continue to be used to capture critical information during the adjustment phase.
- Even though the form allows entries for two separate policies, adjusters should not hold the form while awaiting additional or final claims information. **The form must be submitted to the NFIP Bureau and Statistical Agent as soon as the information is complete for a single policy.**
- Adjusters are required to submit daily reports of substantially damaged properties to the NFIP Bureau, by fax at 1-800-457-4232 or by mail to P.O. Box 310, Lanham, MD 20706.
- The Bureau will ensure that the information is given to FEMA and local community officials.

We recognize the tremendous job that community officials have in handling the substantial damage issue. In many instances, they must survey widespread areas of damage with limited resources. However, by observing the guidelines above, adjusters can help us provide community officials with timely, accurate information that will allow them to make expeditious determinations of substantially damaged buildings.

We ask for your full support. If there are any questions, please let me know.

Enclosure

cc: Vendors, IBHS, and Government Technical Representative

Required Routing: Claims and Underwriting

FEDERAL EMERGENCY MANAGEMENT AGENCY
NATIONAL FLOOD INSURANCE PROGRAM

ADJUSTER PRELIMINARY DAMAGE ASSESSMENT

WYO Company: _____ **Date of Loss:** _____

Adjuster: _____ **FICO Number:** _____

This form is to be used for advisory purposes in helping FEMA and communities identify potential substantially damaged buildings. The adjuster will use "replacement cost" when completing this form; however, the community is required under the National Flood Insurance Program to use "market value" in determining substantial damage.

PLEASE PRINT LEGIBLY

Policyholder: _____ Policy Number: _____ _____ Property Address: (include state and ZIP Code) _____ _____ _____ ** Probable Repair Cost _____ Building Replacement Cost Value: \$ _____ Building Actual Cash Value: \$ _____

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** This is an estimate of the cost to repair the building to its pre-flood condition.

The information contained in this transmittal is legally privileged and confidential. Its use is protected under the Privacy Act of 1974, 5 U.S.C. Section 552 (a). This information is provided for use by states and communities participating in the NFIP to determine potential substantially damaged buildings, and should only be utilized consistent with the purposes stated in the "Routine Uses" published in the Federal Register.