



FEMA

W-10009

February 11, 2010

MEMORANDUM FOR: Write Your Own Company Principal Coordinators,
NFIP Servicing Agent, Selected Adjusting Firms

FROM: NFIP Clearinghouse

SUBJECT: NFIP Claims Adjuster Workshops and Certification

The purpose of this memorandum is to provide clarification on the processes involved with the National Flood Insurance Program (NFIP) Adjuster Certification program for the 2010 flood season. The objective of this program is to certify new adjusters, re-certify current adjusters and provide FCN cards to qualified adjusters.

Flood insurance adjusters must attend a 2010 NFIP Claims Workshop as one of the prerequisites for obtaining and maintaining an NFIP certification. Please visit the Federal Emergency Management Agency (FEMA) website at <http://www.fema.gov/business/nfip/participation.shtm> or the iService website at <http://www.nfipiservice.com/training/adjustercert.html> for the minimum qualifications and information about adjuster participation. All adjusters that are seeking a new certification or requesting an upgrade to a previous certification must submit a completed application along with proof of attendance at a NFIP Claims presentation, to the NFIP Bureau and Statistical Agent no later than May 31, 2010. If an adjuster is seeking re-certification and there are no changes being requested against the previous certification, it is not necessary to submit another application. The NFIP Adjuster Certification Application is available online at http://www.fema.gov/pdf/nfip/adj_cert_app.pdf.

GeoLearning, Inc. and its subcontractor, H2O Partners, Inc., began delivering NFIP Claims Workshops for adjusters on January 2, 2010. A complete schedule may be found at http://www.nfipiservice.com/training/schedule_adjusters.html.

Questions about claims presentations or the schedule should be directed, by e-mail, to H2O Partners, Inc. at nfiptraininginfo@h2opartnersusa.com.

All attendees should register in advance to ensure a confirmed workshop seat. Follow instructions on the registration form for the workshop of your choice. Online registration is not available. We expect large attendance at each location; therefore you will need to register early. Once your Registration Form has been processed, a confirmation letter will be e-mailed to you.

iService is the contractor that processes the adjuster certification.

Instructions to apply for certification or re-certification can be found at <http://www.nfipiservice.com/training/adjustercert.html>. The following is a summary of the process:

- Submission of a signed and completed application after attending a 2010 Adjuster Claims Workshop (this does not apply to adjusters that were NFIP certified last year and are keeping their current certification status)
- All applications must include original signature – No electronic signatures will be accepted
- Confirmation of attendance at the Adjuster Certification Workshop. H2O Partners will forward a roster to iService confirming attendance
- FEMA form 81-110 (adjuster certification application) should be sent to the iService Claims Team via e-mail at iService_claims@ostglobal.com or by secure fax to (301) 577-3421
- Requirements for certification can be reviewed at the FEMA web page at http://www.fema.gov/pdf/nfip/adj_man/3sec2adj.pdf

Once the application has been reviewed, approved applicants will receive an FCN card. In other cases, a letter will be sent to the applicant with an explanation in regards to the next steps. All questions regarding adjuster certification should be directed to the iService_claims@ostglobal.com e-mail account.

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: Claims, Marketing, Training, Underwriting, Adjusting Firms, Independent Flood Adjusters