



FEMA

W-05049

September 12, 2005

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

A handwritten signature in black ink, appearing to read "James S.P. Shortley".

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

SUBJECT: Hurricane Katrina Adjuster Certification

Hurricane Katrina has caused unparalleled damage throughout the Gulf Coast. In view of this devastation, adjuster resources may be strained. Therefore, FEMA has authorized emergency adjuster certification for WYO companies and Independent Adjusting (IA) firms.

FEMA is conducting two Adjuster Certification workshops at the locations listed below. During these workshops, WYO companies and IA firms must certify to the NFIP Bureau and Statistical Agent that adjusters who do not meet the minimum experience requirements will adjust flood claims under the direction of a seasoned flood adjuster until the company decides that the less experienced adjusters are capable of adjusting claims on their own. Adjusters who participate in these workshops must complete and submit the NFIP Adjuster Certification Application to the NFIP Bureau and Statistical Agent as soon as possible.

Adjuster Certification Workshop Locations

Date: **September 15, 2005**
Time: 8:30 a.m. – 4:00 p.m.

Cottage Hill Baptist Church
4255 Cottage Hill Rd.
Mobile, AL 36609

Main Worship Center
Parking in the South Parking Lot
For directions: 251-660-2422

Date: **September 17, 2005**
Time: 8:30 a.m. – 4:00 p.m.

Southeastern Louisiana University
12 Oaks Dining Hall
500 West Texas Ave.
Hammond, LA 70402

For directions: www.selu.edu

cc: Vendors, IBHS, and Government Technical Representative
Required Routing: Claims and Underwriting