NFIP IT Services: ezClaims Application for Adjusters

National Flood Conference | May 2008

ezClaims is a one-stop shop for flood insurance adjusters for FCN Cards, PDA, My Profile and adjuster tools. Each application is customized based on each individual's role















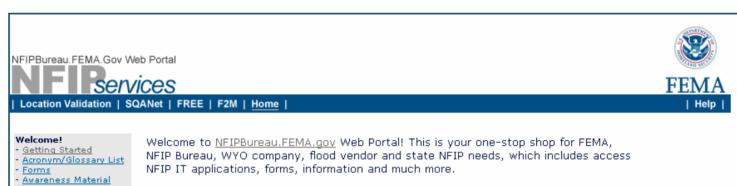


Agenda

- What is ezClaims?
- Getting Started!
 - Web Portal>ezClaims
 - Web Portal>Help
 - Accounts My Profile
- ezClaims Demo
- Q&A

Web Portal>ezClaims

www.NFIPBureau.FEMA.gov



- My Profile - Request an Account
- Edit My Profile
- Forgotten Password



- Executive Decision Group (EDG)

Pilot Applications

- AW-501
- SQANet
- F2M

ez Claims

- Prelim Damage Assessment - Adjuster Lookup
- Disaster Info

NFIP Admin Only

- Admin Console

Over the next few months, you will see multiple upgrades to this Web Portal as we transition from www.NFIPStat.com to NFIPBureau.FEMA.gov. The transition phase is scheduled to start in January and end March 31, 2008. Come back often to see our progress! The NFIP Bureau NextGen Pilot Website for testing purposes will remain www.nfipnextaen.com.

The NFIP Bureau Service production applications are listed below.

Location Validation allows NFIP stakeholders to standardize, validate, and geo-code an address. All addresses are validated by the US Postal Database, standardized based on NFIP standards, and system geo coded. Production Level 1.0 | January 2008

FREE (Flood Rating Engine Environment) allows users to generate a flood insurance quote for Submit-For-Rate, Emergency Program, and some Regular Program policy in seconds. Production Level 1.0 | January 2008

Forms allows users to complete online NFIP forms, for printing or downloading purposes. Production Level 1.0 | January 2008

My Profile allows users to modify their production user account online (i.e., change password, change contact information, request forgotten password), Production Level 1.0 | January 2008



Web Portal>QuickStarts

NFIPBureau.FEMA.Gov Web Portal



Location Validation | SQANet | FREE | F2M | Home |

Welcome!

- Getting Started
- Acronym/Glossary List
- Forms
- Awareness Material

My Profile

- Request an Account
- Edit My Profile
- Forgotten Password



 Executive Decision Group (EDG)

Pilot Applications

- AW-501
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ez Claims

- Prelim Damage
 Assessment
- Adjuster Lookup
- Re-Inspections

QuickStarts -

- FREE QuickStart for Quoting and Underwriting Submissions (PDF* 1,173KB or Text 80KB)
- SQANet QuickStart for Reporting (PDF 855KB or Text 21KB)
- Forms QuickStart for NFIP forms (PDF 490KB or Text 11KB)
- F2M QuickStart for WYO Co Flood Financial Submissions (PDF 1,096KB or Text 33KB)
- TRRP QuickStart for WYO Co Submissions (PDF 203KB or Text 19KB)
- Location Validation QuickStart for Address Validation (PDF 633KB or Text 35KB)
- AW-501 and RL Maintenance QuickStart (PDF 225KB)

* Adobe Reader 5.0 or better is required to view NFIP IT Services documentation and QuickStarts. Click to download Adobe Reader for free.

FAQuestions

General NFIP IT Services Questions

How do I got a ucorname and naceword?

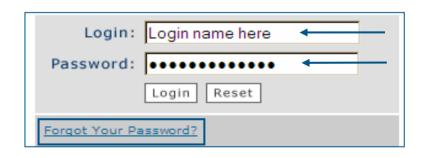


Request An NFIP IT Services Account

my profi	le .	
	equest • Update My Profile, Password & Account ————————————————————————————————————	
1. Enter your in	nformation.	
First Name:	Last Name:	
Email:	Phone: Second Phone:	
Title:	Area of Expertise: - Select - Fax:	
Employer:	Select-	
2. I am involve	d in (check all that apply.)	
	Coalition	
	CRS Task Force	
	FISCAA	
	Standards Committee	
	Association of State Floodplain Management (ASFPM)	
	Other	
3. I am interest	ted in (check all that apply):	
	IP Bureau Applications	
	FREE - Flood Insurance Quoting Engine	
	SQANet - Flood Insurance Reports	
	F2M - WYO Company Flood Financial Management	C
] AW-501 and Repetitive Loss Maintenance (Access for States, Commur $$ – $Access\ Control\ and\ Monitoring$	g tor
	exClaims - Re-Inspection (Access for WYO Companies, Vendors, NEIP	
	ezClaims - Disaster Information (Access for WYO Companies, Vendors $\ all\ web$ - $based\ applications$.	
	ezClaims - Coordinating Office (Access for Bureau ONLY)	
	ezClaims - Coordinating Office (Access for Bureau ONLY) ezClaims - Damage Assessment (Access for Adjusters, FEMA and Bures -Required for Web Access -	
	ezClaims - Adjuster Console (Access for Flood Certified Adjusters and E -Foundation for Admin Console	2
	Admin Profile (Access for WYO Companies, Vendors, NFIP Servicing Ag	
	Company Profile (Access for WYO Companies, Vendors, NFIP Servicing Agent and Bureau ONLY)	
		1

NFIP IT Services Access Control

- NFIP IT Services Applications
 - Follow DHS Guidelines and Procedures
 - Single Sign On
 - Access Granted Based on User's Need and Role
- Privacy Act and Considerations
- Features
 - Forgotten Password
 - Workflow ApprovalProcess





ezClaims – Adjuster Console

- Self Service
 - FAQs, Manuals, News and Information
 - Manage Profile Information
 - Yearly Claims Workshops Postings
- FCN Cards
 - Yearly Cards
 - Self Service Print
 - Status, Qualifications and Profile Data
- Forms

_adjuster console

lezClaims

Adjuster Console Home
 Work List
 New PDA

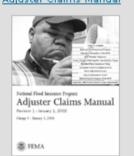
■ Back to NFIPBureau.FEMA.gov ■ Help ■ Logout ■

Getting Started

- QuickStart
- Account Signup
- Update My Profile

Adjuster Links

- Create New PDA
- Active FRO
- Active CCO
- Claims Handbook
- CBRA System
- Community Rating System
- Community Status Book
- Adjuster Claims Manual



- -Adjuster Fee Schedule
- -Summary of Coverage
- -Adjuster Certification App
- -Steps Coverage D ICC
- -NFIP E-mail List

Addtional Links

- Forms
- Acronym/Glossary List
- Awareness Material

News

New Web-Based PDA Application - Get Started Today!

As of June 1, 2008, adjusters are required to fill out the PDA form using the web-based ezClaims Adjuster Console and PDA application. <u>Click here</u> to request access to ezClaims applications.

Clain	te mome • Work List • New	P04			
	Transaction Number	Vodate Date	Tops	Status	Submittee/Vedater
	0000086	March 51, 2000	PEA	Submitted PDA	nagraval@ortglobal.com
	000066	February 17, 2000	PEA	Submitted PDA	medity@ortplobal.com.
	230000	February 54, 2008	PDA	Submitted PDA	meddydfortglobal com
	000046		0.00	Submission Street	preddodrostalobel com-

My Profile							
Name:	Amy Doe						
Address:	2001 M Street, Suite, 300 Washington, DC 20036						
Phone:	101-111-4444						
E-mail:	amy.doe@email.com						
	Update						
My Adjuster Profile							
Adjuster Type:	Independent						
FCN:	898989889						
Qualification Level:	Single Family						
Status:	Active June 2008-May 2009						
ezClaims - Adjuster Console & PDA Sign In							
Login:							
Password:							
Login	Reset						
	Forgot Your Password?						

Claims Presentation (Workshops)

2008 Claims Presentation Schedule 2008 NFIP Adjuster Recertification Memorandum

Adjuster Certification and Presentations (Workshops)

NFIP Claims Forms



Notice of Loss (FF 81-43)

NFIP Preliminary Report (FF 81-57)

NFIP Final Report (FF 81-58)

Worksheet - Contents - Personal Property (FF 81-40)

Worksheet - Building (FF 81-41)

Proof of Loss (FF 81-42)

Statement of Full Repair or Replacement (FF 81-44)

ICC Proof of Loss Form (FF 81-42A)

Manufactured Home/Travel Trailer Worksheet (FF 81-96)

ICC Adjuster Report (FF 81-98)

Adjuster Preliminary Damage Assessment (FF 81-109)

Re-Inspection Report

Cause of Loss and Subrogation Report (FF 81-63)

FA@uestions

NFIPBureau.FEMA.gov Home | Contact Us | Site Map | Help | FEMA NFIP



500 C Street SW, Washington, D.C. 20472 Disaster Assistance: (800) 621-FEMA, TTY (800) 462-7585 U.S. Department of Homeland Security

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Last Updated:Thursday, 27-Mar-2008, 2:51 PM (EDT)

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Getting Started

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Adjuster Links

- Create New PDA - Active FRO
- Active CCO
- Claims Handbook
- CBRA System
- Community Rating System
- Community Status Book
- Adjuster Claims Manual



Adjuster Claims Manual



- -Adjuster Fee Schedule -Summary of Coverage
- -Adjuster Certification App
- -Steps Coverage D ICC -NFIP E-mail List

Addtional Links

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- Awareness Material



FA@uestions

ezClaims Application

What is the Adjuster Preliminary Damage Assessment (PDA) form and how do we fill it out?

Flood Disaster Offices

■ What is a Flood Disaster Office?

ICC Coverage

- Does ICC coverage extend beyond the building itself?
- Is ICC coverage available for appurtenant (accessory) buildings?
- What buildings have ICC coverage?

ICC Eliaibility

- When is an insured building eligible for an ICC claim payment?
- Will an ICC claim be paid on a building that is less than 50-percent damaged but must comply with a state or community floodplain management law or ordinance that has a substantial damage threshold below 50 percent of the market value of the building?
- When an estimate for demolition of a dwelling includes the cost to demolish the garage, is coverage for the garage provided under ICC?
- Is ICC coverage provided for the slab, walkway, and driveway?
- Fill dirt is required to stabilize the lot. Is this covered under ICC?
- If the lot is littered with trash such as tires, cans, etc., will this be considered ICC covered debris?
- Are well water plugs covered under ICC?
- What conditions must be met for a substantially damaged building to be eligible for an ICC claim payment, and how is the
- A flood claim was processed in accordance with the policy provisions. In the interim, the policy expired and was not renewed. The community then declared the building substantially damaged by flood. Will an ICC claim be honored even though the policy expired?

Costal Barriers, CBRA and OPA

- What are Costal Barriers?
- What are the Coastal Barrier Resource System (CBRS) Areas?
- What is the Coastal Barrier Resources System Data?
- What is the definition of the Coastal Barrier Resources System data?

What is the Adjuster Preliminary Damage Assessment (PDA) form and how do we fill it out? [top]

The PDA form is used by independent and staff flood adjusters to list potentially substantial damaged structures in preparation for possible ICC claims. As of June 1, 2008, adjusters are required to fill out the PDA form using the web-based ezClaims Adjuster Console and PDA application. Click here to request access to ezClaims applications.

What is a Flood Disaster Office? [top]

When a major disaster hits causing a large number of flood claims, several types of temporary field offices may be established to coordinate flood insurance claims effectively and efficiently. These CCO and FRO offices, described below, are primarily for insurance companies, agents, and adjusters. Flood insurance policyholders should contact the insurance company or agent who wrote their policy to file a claim.

FRO - Flood Response Office

A FRO handles claims troubleshooting, provides pertinent catastrophe related information to the adjusting community and assists with community meetings. The office is established by the NFIP Bureau and Statistical Agent to efficiently coordinate with the private sector windpool associations, WYO companies, FEMA's Disaster Field Office (DFO), Disaster Assistance Centers, and FEMA's regional staff.

CCO - Claims Coordinating Office

ezClaims

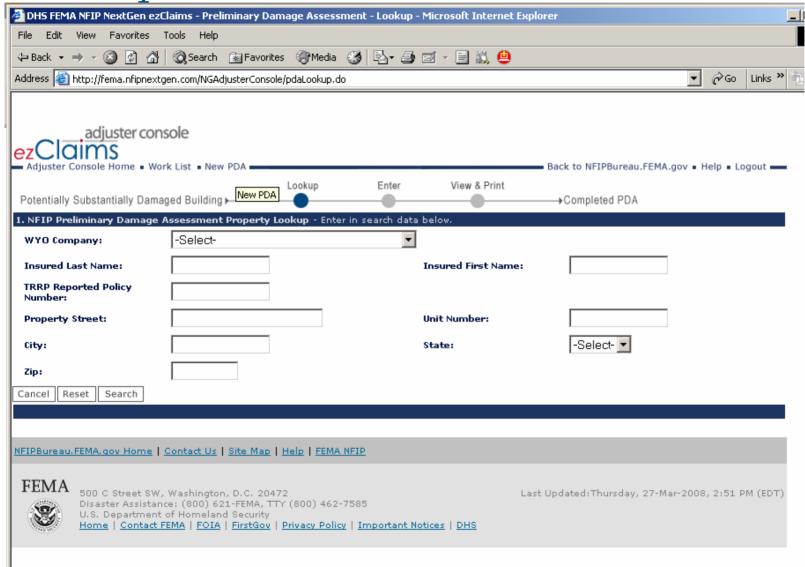
- Adjuster Admin
 - Bureau Staff Access
 - Track Workshop Attendance
 - Process Adjuster Applications

FCN Admin							
Certified Adjuster Con	itact Info						
Name:	LDAP		'Middle/Last)				
FCN:	LDAP/Database	Certifi	ication Types:	Data Wareho	ouse		
Status:	Database	-1	71.5				
Email:	LDAP		e (day):	LDAP			
Fax: Address:	LDAP	Phone	e (evening):	Database			
Independent or Staff:	Database						
Independent or starr.	Database	Adjust	ting Firm:	Database			
			Company:	Database			
Section I - Application) Data				Enter/Upda	te - Enter Any	Update
Are You A Licensed Adjuster			Data Warehouse		-Select- ▼	,	
If Yes, Which States:			Data Warehouse		-Select-	▼	
Number of Years Flood Adju	ster Experience:		Data Warehouse		Years	5	
Number of Years Property A	djuster Experience:		Data Warehouse		Year	s	
Has Your License Ever Been			Data Warehouse		-Select- ▼		
If Yes, Reason License Revo	oked:		Data Warehouse				<u> </u>
If Yes, List States License R	evoked:		Data Warehouse		-Select-	▼	
Have You Ever Been Suspen	ded or Terminated by the N	NFIP?	Data Warehouse		-Select-		
If Yes, Reason for Suspensi	on or Termination:		Data Warehouse				<u></u>
Did You Attend A NFIP Claim Presentation?	ns or Company Sponsered		Data Warehouse		-Select-	•	
If Yes, What Company Spor			Data Warehouse				
Location of Claims Presenta	tion:		Data Warehouse		-Select-	v	A
Date Attended Claims Prese	ntation:		Data Warehouse			(MM/DD/YYYY)	
Present Errors and Omission			Data Warehouse				<u></u>
Section II - Applicatio	n Data		Bureau Admin R	eview			
Residential (Dwelling):	Data War	rehouse	-Select-	Revie	w Date:		(MM/DD/YYYY)
Manufactured Home/Travel	Trailer: Data War	rehouse	-Select-	Revie	w Date:		(MM/DD/YYYY)
Small Commercial (up to \$1	00,000): Data War	rehouse	-Select-		w Date:		(MM/DD/YYYY)
Large Commercial (\$100,00	1-500,000): Data War	rehouse	-Select-		w Date:		(MM/DD/YYYY)
Condominium (RCBAP):	Data War	rehouse	-Select-	Revie	w Date:		(MM/DD/YYYY)

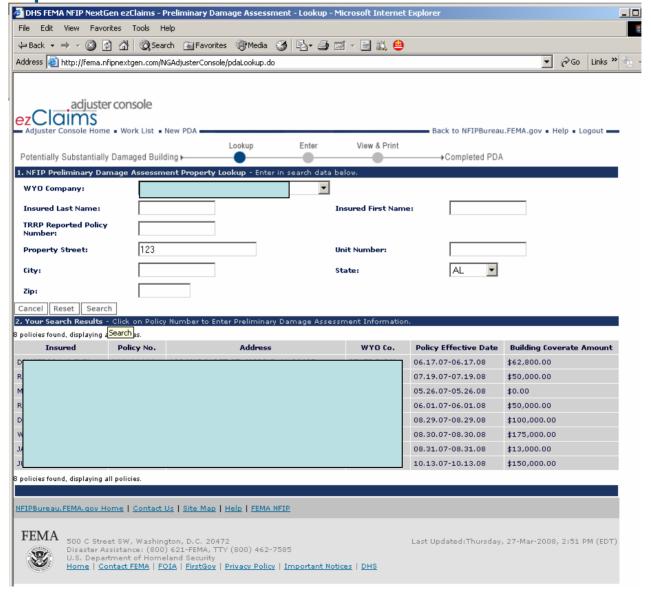
ezClaims – Preliminary Damage Assessment

- Secure PDA Form
- Upfront edits
- Audit and reporting capabilities
 - Users are the flood adjusters

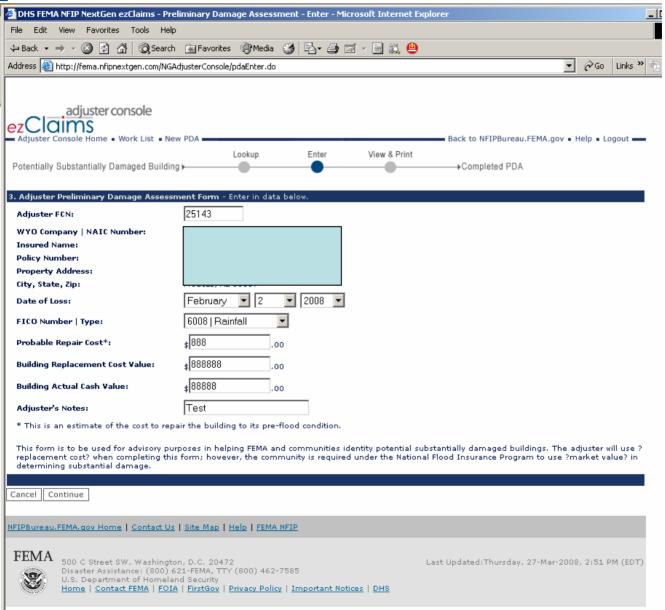
Lookup



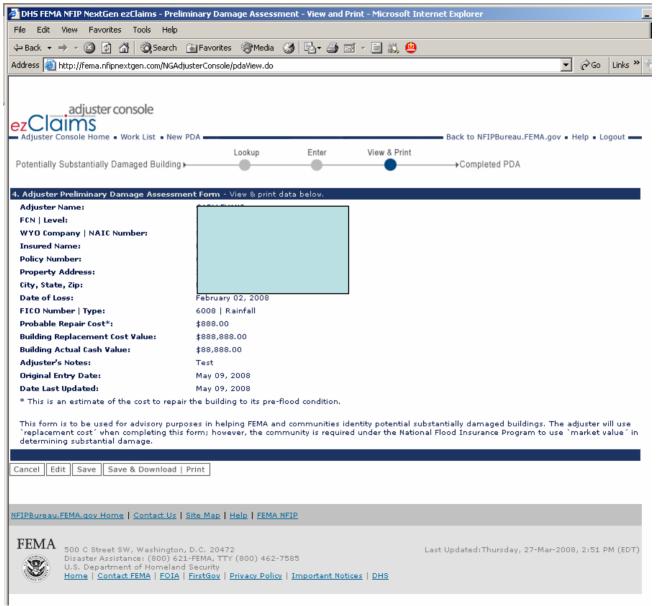
Lookup



Enter

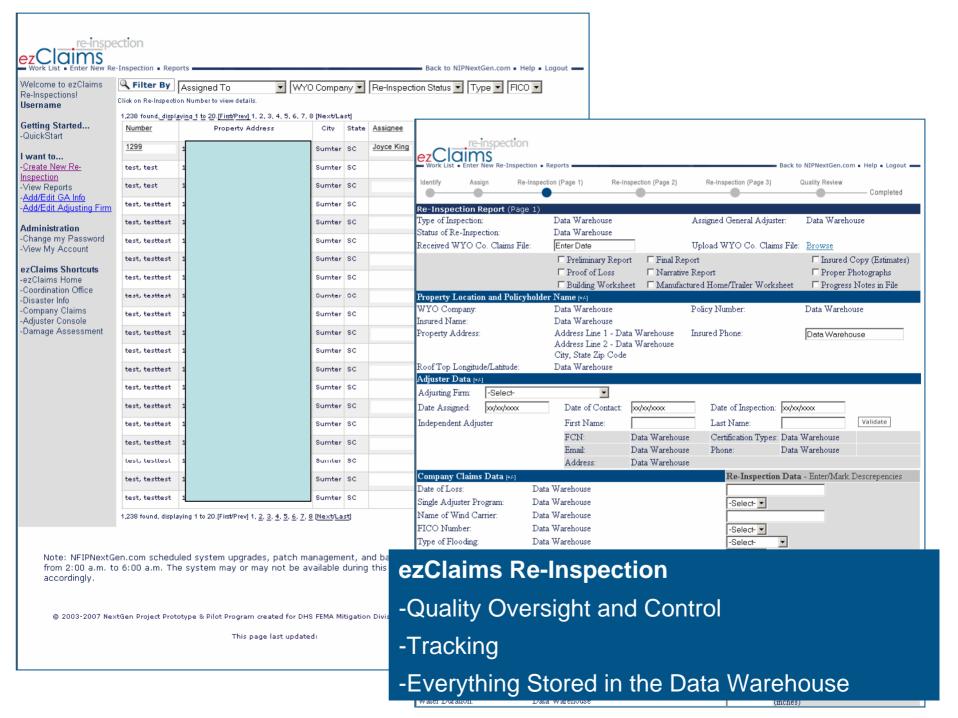


Save and Print



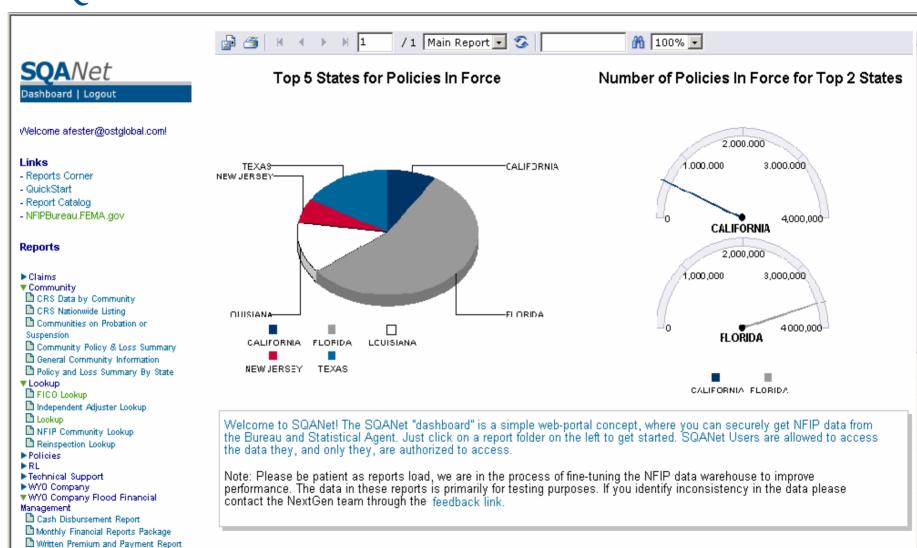
ezClaims - Reinspection

- Validate Adjusters
 - Active Status
 - Qualifications
 - Trends





SQANet Dashboard



Links

- Reports Corner
- QuickStart
- Report Catalog
- NFIPBureau.FEMA.gov

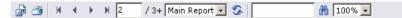
Reports

- ▶ Claims
- ▼ Community
- CRS Data by Community
- CRS Nationwide Listing
- Communities on Probation or Suspension
- Community Policy & Loss Summary
- General Community Information
- Policy and Loss Summary By State
- ▼ Lookup
- FICO Lookup
- Independent Adjuster Lookup
- Lookup
- NFIP Community Lookup
- Reinspection Lookup
- ▶ Policies
- ▶RL
- ► Technical Support

 ► WYO Company

 ▼ WYO Company Flood Financial Management

 ☐ Cash Disbursement Report
- Monthly Financial Reports Package
- Written Premium and Payment Report



Independent Adjuster Lookup

Last Name	First Name	FCN	Status	Address	Email	Phone #	Qualification
						5.5.55	Manufactured (Mobile) Home/Travel
							Residential (Dwelling)
							Manufactured (Mobile) Home/Travel Trailer
							Residential (Dwelling)
							Manufactured (Mobile) Home/Travel Trailer
							Residential (Dwelling)
							Manufactured (Mobile) Home/Travel Trailer
							Residential (Dwelling)
							Manufactured (Mobile) Home/Travel Trailer
							Residential (Dwelling)
							Manufactured (Mobile) Home/Travel Trailer
							Residential (Dwelling)
							Manufactured (Mobile) Home/Travel Trailer
							Residential (Dwelling)
							Manufactured (Mobile) Home/Travel Trailer
							Residential (Dwelling)
							Manufactured (Mobile) Home/Travel Trailer
							Residential (Dwelling)

FEMA NFIP Bureau SQANet (LOOK0300)

Page: 2

Schedule

- Sign Up Today!
- Access Begins May 21, 2008

- Live Demo
- Q&A