



## NFIP Resources

### General information on the NFIP

- Website: For consumers: <https://floodsmart.gov>
- Website: For insurance agents: <https://agents.floodsmart.gov>
- Handbook: For insurance commissioners and others:  
[https://www.fema.gov/sites/default/files/2020-05/NFIPDeskReferencev18\\_508\\_V4.1.pdf](https://www.fema.gov/sites/default/files/2020-05/NFIPDeskReferencev18_508_V4.1.pdf)
- Fact Sheet: For real estate agents: [https://www.fema.gov/sites/default/files/2020-05/F-435\\_508\\_01Dec17.pdf](https://www.fema.gov/sites/default/files/2020-05/F-435_508_01Dec17.pdf)

### Before and during a flood:

- Website: What to Do Before A Flood: <https://www.floodsmart.gov/community>
- Website: Information on reducing/avoiding flood damage:  
<https://agents.floodsmart.gov/index.php/client-support/prepare>
- Fact Sheet: Flood Loss Avoidance:  
[https://agents.floodsmart.gov/sites/default/files/fema\\_flood-loss-avoidance\\_flyer\\_10.21.pdf](https://agents.floodsmart.gov/sites/default/files/fema_flood-loss-avoidance_flyer_10.21.pdf)
- Fact Sheet: Flood Loss Avoidance in Spanish:  
[https://www.fema.gov/sites/default/files/2020-07/fema\\_nfip\\_understanding-flood-loss-avoidance\\_policyholders\\_spanish.pdf](https://www.fema.gov/sites/default/files/2020-07/fema_nfip_understanding-flood-loss-avoidance_policyholders_spanish.pdf)
- Fact Sheet: Understanding Flood Loss Avoidance for Agents:  
[https://www.fema.gov/sites/default/files/2020-07/fema\\_nfip\\_understanding-flood-loss-avoidance\\_agents.pdf](https://www.fema.gov/sites/default/files/2020-07/fema_nfip_understanding-flood-loss-avoidance_agents.pdf)
- Flyer: Hurricane Season Coverage:  
[https://agents.floodsmart.gov/sites/default/files/hurricane-season-flyer-house\\_jun19.pdf](https://agents.floodsmart.gov/sites/default/files/hurricane-season-flyer-house_jun19.pdf)
- Tool Kit: General flood safety social media from Ready.gov:  
<https://www.ready.gov/flood-toolkit>
- Video: Flood Loss Avoidance: <https://www.youtube.com/watch?v=5Xho8p76t8M>
- Video: Flood Loss Avoidance in Spanish:  
<https://www.youtube.com/watch?v=BXUvBLuD5a8>
- Video: Securing Documents in Preparation for a Flood:  
<https://www.youtube.com/watch?v=Hv72vbKmRzc>

- Video: Securing Documents in Preparation for a Flood in Spanish:  
<https://www.youtube.com/watch?v=BE-wOm6GkN8>
- Library: NFIP Marketing Resource Library with hundreds of assets including social media posts, videos, fact sheets, templated letters to potential customers and other products for you to communicate the value of flood insurance:  
<https://agents.floodsmart.gov/marketing/resource-library>

### **Filing your claim:**

- Website: How to Start Filing Your Claim:  
<https://www.floodsmart.gov/index.php/start>
- Fact Sheet: How to File Your Flood Insurance Claim:  
[https://www.fema.gov/sites/default/files/2020-07/fema\\_nfip\\_how-to-file-flood-insurance-claim.pdf](https://www.fema.gov/sites/default/files/2020-07/fema_nfip_how-to-file-flood-insurance-claim.pdf)
- Fact Sheet: How to File Your Flood Insurance Claim in Spanish:  
[https://www.fema.gov/sites/default/files/2020-07/fema\\_nfip\\_how-to-file-flood-insurance-claim\\_spanish.pdf](https://www.fema.gov/sites/default/files/2020-07/fema_nfip_how-to-file-flood-insurance-claim_spanish.pdf)
- Fact Sheet: Starting Your Recovery: FEMA's Flood Insurance Claims Process:  
[https://agents.floodsmart.gov/sites/default/files/fema\\_starting-your-recovery\\_fact-sheet\\_10-2021.pdf](https://agents.floodsmart.gov/sites/default/files/fema_starting-your-recovery_fact-sheet_10-2021.pdf)
- Fact Sheet: Starting Your Recovery: FEMA's Flood Insurance Claims Process in Spanish:  
[https://agents.floodsmart.gov/sites/default/files/fema\\_starting-your-recovery\\_fact-sheet\\_10-2021\\_spanish.pdf](https://agents.floodsmart.gov/sites/default/files/fema_starting-your-recovery_fact-sheet_10-2021_spanish.pdf)
- Fact Sheet: Wind vs. Water Damage:  
[https://agents.floodsmart.gov/sites/default/files/fema\\_wind-vs-water-damage\\_fact-sheet\\_10-2021.pdf](https://agents.floodsmart.gov/sites/default/files/fema_wind-vs-water-damage_fact-sheet_10-2021.pdf)
- Graphic: Who's Knocking at Your Door:  
[https://www.fema.gov/sites/default/files/2020-07/fema\\_nfip\\_who-knocking-your-door.pdf](https://www.fema.gov/sites/default/files/2020-07/fema_nfip_who-knocking-your-door.pdf)
- Graphic: Who's Knocking at Your Door in Spanish:  
[https://www.fema.gov/sites/default/files/2020-07/fema\\_nfip\\_who-knocking-your-door\\_spanish.pdf](https://www.fema.gov/sites/default/files/2020-07/fema_nfip_who-knocking-your-door_spanish.pdf)
- Graphic: Basement Flooding: What's Covered?:  
[https://agents.floodsmart.gov/sites/default/files/fema\\_basement-flooding-infographic\\_10-2021.pdf](https://agents.floodsmart.gov/sites/default/files/fema_basement-flooding-infographic_10-2021.pdf)
- Graphic: Basement Flooding: What's Covered? in Spanish:  
[https://agents.floodsmart.gov/sites/default/files/fema\\_basement-infographic\\_flyer\\_11-2021\\_spanish .pdf](https://agents.floodsmart.gov/sites/default/files/fema_basement-infographic_flyer_11-2021_spanish.pdf)

### **Recovering from a flood:**

- Website: How to Document Damage and Begin Clean-Up:  
<https://www.floodsmart.gov/index.php/flood/document-damage>
- Video: How To Document Damage:  
<https://www.youtube.com/watch?v=SAAtqAIKY2I>

- Handbook: NFIP Claims Handbook: [https://www.fema.gov/sites/default/files/2020-05/FINAL\\_ClaimsHandbook\\_10252017.pdf](https://www.fema.gov/sites/default/files/2020-05/FINAL_ClaimsHandbook_10252017.pdf)
- Fact Sheet: Build Back Safer & Stronger: [https://www.fema.gov/sites/default/files/2020-05/Build\\_Back\\_Safer\\_and\\_Strong\\_Fact\\_Sheet\\_07112018.pdf](https://www.fema.gov/sites/default/files/2020-05/Build_Back_Safer_and_Strong_Fact_Sheet_07112018.pdf)
- Fact Sheet: Salvaging Water-Damaged Family Valuables and Heirlooms: [https://www.fema.gov/sites/default/files/2020-05/SalvagingFamilyValuables\\_sept2018.pdf](https://www.fema.gov/sites/default/files/2020-05/SalvagingFamilyValuables_sept2018.pdf)
- Graphic: Coming Home After A Flood: [https://www.fema.gov/sites/default/files/2020-07/fema\\_nfip\\_Coming-Home-Infographic.pdf](https://www.fema.gov/sites/default/files/2020-07/fema_nfip_Coming-Home-Infographic.pdf)
- Website: Reducing Future Flood Damage: <https://www.floodsmart.gov/flood/mitigating-flood-damage>

### **Information for insurance agents:**

- Fact Sheet: Flood Insurance, Make It Your Business: [https://agents.floodsmart.gov/sites/default/files/fema\\_make-it-your-business\\_flyer\\_09-2021.pdf](https://agents.floodsmart.gov/sites/default/files/fema_make-it-your-business_flyer_09-2021.pdf)
- Handbook: Flood Insurance Agent Field Guide: [https://agents.floodsmart.gov/sites/default/files/flood-insurance-agent-field-guide\\_jul20.pdf](https://agents.floodsmart.gov/sites/default/files/flood-insurance-agent-field-guide_jul20.pdf)