DEPARTMENT OF HOMELAND SECURITY
FEDERAL EMERGENCY MANAGEMENT AGENCY

NATIONAL FLOOD INSURANCE PROGRAM
AGENT REFERRAL QUESTIONNAIRE

O.M.B. NO. 1660-0059
Expires, 2011

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INTRODUCTION

"Good (**morning, afternoon, evening**). Thank you for calling the National Flood Insurance Program Referral Center. This is (**your name**). In order to better assist you, may I ask if you already have a flood insurance policy?"

YES - I have a Flood Policy - **go to YES below**
NO - I do not have a Flood Policy - **go to NO below**
OTHER - Caller is an Insurance Agent - **go to INSURANCE AGENT CALLERS - OTH (12)**

YES

"What may I help you with today?"

(Probe to find out what direction to take the call. If caller is asking for something that requires a transfer, **CHOOSE 01 BELOW.** If they have a question you can answer, or if you will be referring them to the website, **CHOOSE 02 BELOW.**

01 - IF Specific Department/Transfer:

go to TRANSFER TO DEPARTMENT (CLOSE) TRN - 06

02 - IF Question/Inquires Only:

go to QUESTIONS/INQUIRY NON-PACKET (CLOSE) INQ - 07

NO

"Let me look up an agent in your area and I can transfer you and send you a Flood Insurance brochure."

(If the caller agrees or does not object, **CHOOSE 01 BELOW**. If the caller objects and starts telling you why they are calling, listen and ask probing questions to determine the correct path. Always sell the program.)

01 - Caller is interested in NFIP

go to AGENT REFERRAL (WARM TRANSFER) / END INFO AGSI - 02
go to SEND INFO ONLY SI - 04 on Page 3
go to AGENT REFERRAL (WARM TRANSFER) ONLY AGNT - 01

- Caller is only interested in receiving Flood Brochure

go to SEND INFO ONLY SI - 04

02 - Transfer to Department or Question Inquires and still a potential lead.

go to TRANSFERRED TO DEPARTMENT - UP SELL
(TRN - 06 or AGTR - 03 or SITR - 05)

go to QUESTIONS/INQUIRY INQ - 07

INSURANCE AGENT CALLERS: OTH (12, 13, 14)

"I will transfer you to an Agent Specialist to help you with that now. In case we get disconnected, the direct number is 888-786-7693. Thank you for calling the NFIP Referral Center. I will transfer you now."

(Agent Update Customer Service Representative will then follow agent update instruction guide.)
Disposition call as OTH - 12)

NO

"Please go to our secure agent site at Agents.Floodsmart.gov where you can register and find other information. If you have any future inquiries regarding your information, please call the Agent Update line at 888-786-7693. Thank you for calling the NFIP Referral Center."

Disposition call as OTH - 12

After Hours:

"An Agent Update Representative will need to help you with your request, and their operating hours are Monday through Friday, 9:00 am to 6:30 p.m., Eastern Standard Time. The direct phone number is 888-786-7693. Please go to our secure agent site at Agents.Floordsmart.gov where you can register and find other information. Thank you for calling the NFIP Referral Center.

Disposition call as OTH - 12

TRANSFER TO DEPARTMENT (CLOSE): TRN - 06

"Please give me one moment while I look up that number, and I will be happy to transfer you."

(Probe enough to make sure you are transferring the consumer to the correct department. If necessary, please view the transfer list definitions location in the help section.)

****Program Transfer List here, so that it is down this path as well.

"I will now transfer you to the (**name of department**). In case we get disconnected, I would like to give you their telephone number. Do you have a pen handy? You can also visit our website at Floordsmart.gov to obtain additional information. If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center. One moment while I connect you."

Disposition call as TRN - 06

QUESTIONS/INQUIRY NON-PACKET (CLOSE): INQ - 07

(If the caller has an inquiry, please do your best to answer their question(s) and use your comment box to note the reason for the call. Please be as thorough and specific as possible when making your comments.)

"Mr./Mrs./Ms. (**their name**), you can visit our website at Floodsmart.gov for more information about flood insurance agents in your area. If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center. Goodbye."

Disposition call as INQ - 07

SEND INFO ONLY: SI - 04

"I will be happy to send you information about the National Flood Insurance Program. May I have your name, please?"

(Confirm Spelling of Name. Enter Sex of caller, Male or Female.)

"And your address, please?"

"And the Zip Code for that Address?"

(Preference is to have a street address.)

"May I have your City, please?"

"May I have your Area Code and Telephone Number, please?"

(Repeat the spelling of the name and address to ensure accuracy.)

"Are you a homeowner, renter, or business owner?

(Enter status. If 'Other", enter comments.)

"Your flood insurance package will arrive in 10 to15 business days. You can also visit our website at Floodsmart.gov for more information about flood insurance. If we can be of any further assistance, please feel free to call us back. Thank you for calling the Referral Center. Goodbye."

Disposition call as SI - 4

AGENT REFERRAL (WARM TRANSFER) SEND INFO: AGSI - 02

"In order to send you flood information and provide you with an agent in your area, may I have your name, please?"

(Confirm Spelling of Name. Enter Sex of caller, Male or Female.)

"And your address, please?"

(Preference is to have a street address.)

"And the Zip Code for that Address?"

(Write this information down as you will need it later.)

"May I have your City, please?"

"May I have your Area Code and Telephone Number, please?"

(Repeat the spelling of the name and address to ensure accuracy.)

"Are you a homeowner, renter, or business owner?

(Enter status indicated. If 'Other", enter comments.)

"Great! I have just ordered the Flood Insurance Information Packet for you. Please allow 10 to 15 business days for delivery. One moment while I locate your closest agents."

(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy & paste, or type in the customer's address and zip code to run the proximity search. Several agents will appear in your next screen. Give the caller the first and last name of three insurance agents, agency name and the street name they are located on (i.e., Bob Smith at State Farm on Cherry Lane) and then ask them which agent would be their first preference and which agent would be their second preference. Write the preferred JWT Agent ID number down and the secondary JWT ID number down. Then, alt+tab back to this screen and press RETURN to enter the ID numbers.)

"M/M (**their name**), I will attempt to transfer you to (**state agent's name**) now. You can also visit our website at Floodsmart.gov for more information about flood insurance and to find other insurance agents in your area.

(If caller tells you they don't want to be transferred, select NO. If caller says OK or does not say no, then proceed to YES.)

01 - YES
02 - NO

NO

"M/M (**their name**), do you have a pen handy? (**Agent name**)'s contact information is (**agent phone number and address**). When you speak to the Agent, ask them to give you details about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. You can also visit our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center. Good Bye."

Disposition call as AGSI - 02

YES

"M/M (**their name**), do you have a pen handy? Just in case we get disconnected, his/her contact information is (**agent phone number and address**). If we get the Agent's voice mail, do I have permission to leave your number for the agent to follow up with you at another time?"

YES - (Leave voice mail.)
NO - Doesn't want you to leave a voice mail.

(YES or NO, say the following:)

"When you speak to the agent, ask them to give you details about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. One moment while I transfer you."

01 - Agent answered phone.
02 - Received Agent's voice mail. (If NO to voice mail, END CALL)
03 - Line is busy/Ring 5 Times No Answer
04 - Line is busy/Wrong Number/Disconnected (Attempt to contact Second Choice Agent)

01 - Agent Answered Phone:

"Hello (**agent's name**), this is (**your name**) from the National Flood Insurance Program Referral Center. I have (**customer name**) on the line. He/she would like to speak to you about a Flood Insurance Policy. We will also be sending you a fax confirmation with the consumer's contact information tonight. One moment while I bring him/her on the line..."

(Transfer call.)

"M/M (**their name**), (**agent's name**) is on the line with us. I am going to hang up now. You can also visit our website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center. Goodbye."

Disposition call as AGSI - 01

02 - YES, Leave Voice Mail:

"Hello (**agent's name**), this is (**your name**) from the National Flood Insurance Program Referral Center. I have (**customer name**) on the line. He/she would like to speak to you about a Flood Insurance Policy. Please call back at (**customer's phone number**) within the next 24 hours."

(Return to Customer.)

"M/M (**their name**), (**agent's name**)'s voice mail message came on. Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as AGSI - 02

02 - NO, Do Not Leave Voice Mail:

"M/M (**their name**), (**agent's name**)'s voice mail message came on. Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as AGSI - 02

03 - Line is Busy/Ring 5 Times, No Answer

"M/M (**their name**), I wasn't able to get through as (**state reason**). Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as AGSI - 03

04 - Line is busy/Wrong Number/Disconnected:

"M/M (**their name**), I was not able to reach (**agent's name**) because their number was out of service. Just one moment and I will attempt to reach another Agent.

(Attempt to call Second Choice Agent. If no contact:)

"M/M (**their name**), unfortunately, I was not able to reach (**agent's name**) because their number was also out of service. I apologize for the inconvenience.. Do you have access to the Internet?

01 - YES
02 - NO

YES:

"You will be able to find more choices for Flood Insurance Agents in your area on our website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as AGSI - 04

NO:

(If the caller objects or does not have Internet access, choose CG options, which will allow you to start the call over without creating a new record. You can quickly go back through the same script and try to attempt two new Agents. The first two wrong number/disconnects will not be tracked at this point.)

AGENT REFERRAL (WARM TRANSFER) ONLY: AGNT - 01

"I will be happy to send you information about the National Flood Insurance Program. May I have your name, please?"

(Confirm Spelling of Name. Enter Sex of caller, Male or Female.)

"And your address, please?"

"And the Zip Code for that Address?"

(Write this information down as you will need it later.)

"May I have your City, please?"

"May I have your Area Code and Telephone Number, please?"

(Repeat the spelling of the name and address to ensure accuracy.)

"Are you a homeowner, renter, or business owner?

(Enter status. If 'Other", enter comments.)

"One moment while I locate your closest agents."

(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy and paste or type in the customer's address and zip code to run the proximity search. Several agents will appear in your next screen. Give the caller the first and last name of three insurance agents, agency name, and the street name they are located on (i.e., Bob Smith at State Farm on Cherry Lane) and then ask them which agent would be their first preference and which agent would be their second preference. Write the preferred JWT Agent ID number down and the secondary JWT ID number down. Then, alth+tab back to this screen and press RETURN to enter the ID numbers.)

"M/M (**their name**), I will attempt to transfer you to (**state agent's name**) now. You can also visit our website at Floodsmart.gov for more information about flood insurance and to find other insurance agents in your area.

(If caller tells you they don't want to be transferred, select NO. If caller says OK or does not say no, then proceed to YES.)

01 - YES
02 - NO

NO

"M/M (**their name**), do you have a pen handy? (**Agent name**)'s contact information is (**agent phone number and address**). When you speak to the Agent, ask them to give you details about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. You can also visit our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center. Good Bye."

Disposition call as 'Agent Ref" - AGNT - 01

YES

"M/M (**their name**), do you have a pen handy? Just in case we get disconnected, his/her contact information is (**agent phone number and address**). If we get the Agent's voice mail, do I have permission to leave your number for the agent to follow up with you at another time?"

YES - (Leave voice mail.)
NO - Doesn't want you to leave a voice mail.

AGENT REFERRAL (WARM TRANSFER) ONLY: AGNT - 01 - continued

(YES or NO, say the following:)

"When you speak to the agent, ask them to give you details about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. One moment while I transfer you."

01 - Agent answered phone.
02 - Received Agent's voice mail. (If NO to voice mail, END CALL)
03 - Line is busy/Ring 5 Times No Answer
04 - Line is busy/Wrong Number/Disconnected (Attempt to contact Second Choice Agent)

01 - Agent Answered Phone:

"Hello (**agent's name**), this is (**your name**) from the National Flood Insurance Program Referral Center. I have (**customer name**) on the line. He/she would like to speak to you about a Flood Insurance Policy. We will also be sending you a fax confirmation with the consumer's contact information tonight. One moment while I bring him/her on the line..."

(Transfer call.)

"M/M (**their name**), (**agent's name**) is on the line with us. I am going to hang up now. You can also visit our website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center. Goodbye."

Disposition call as "Agent Ref" - AGNT - 01

02 - YES, Leave Voice Mail:

"Hello (**agent's name**), this is (**your name**) from the National Flood Insurance Program Referral Center. I have (**customer name**) on the line. He/she would like to speak to you about a Flood Insurance Policy. Please call back at (**customer's phone number**) within the next 24 hours."

(Return to Customer.)

"M/M (**their name**), (**agent's name**)'s voice mail message came on. Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Ref" - AGNT - 01

02 - NO, Do Not Leave Voice Mail:

"M/M (**their name**), (**agent's name**)'s voice mail message came on. Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Ref" - AGNT - 01

03 - Line is Busy/Ring 5 Times, No Answer

"M/M (**their name**), I wasn't able to get through as (**state reason**). Please feel free to try him/her again at your convenience. If you would like to find other agents in your area, you can visit our Website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Ref" - AGNT - 01

04 - Line is busy/Wrong Number/Disconnected:

"M/M (**their name**), I was not able to reach (**agent's name**) because their number was out of service. Just one moment and I will attempt to reach another Agent.

(Attempt to call Second Choice Agent. If no contact:)

"M/M (**their name**), unfortunately, I was not able to reach (**agent's name**) because their number was also out of service. I apologize for the inconvenience.. Do you have access to the Internet?

01 - YES
02 - NO

YES:

"You will be able to find more choices for Flood Insurance Agents in your area on our website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as AGSI - 04

NO:

(If the caller objects or does not have Internet access, choose CG options, which will allow you to start the call over without creating a new record. You can quickly go back through the same script and try to attempt two new Agents. The first two wrong number/disconnects will not be tracked at this point.)

TRANSFERRED TO DEPARTMENT - UP SELL

"M/M (**their name**), I would be happy to transfer you to (**department name**). Before I do so, could I offer to send you some information about the National Flood Insurance Program or possibly refer you to an insurance agent in your area?"

NO	- **go to TRANSFER TO DEPARTMENT (CLOSE) TRN - 06**
YES - Information Only	- **go to SEND INFO/DEPARTMENT TRANSFER SITR - 05**
YES - Refer to an Agency Only	- **go to AGENT TRANSFER/DEPARTMENT REFERRAL AGTR - 03**
BOTH	- **go to AGENT REFERRAL-WARM TRANSFER/SEND INFO/ DEPARTMENT REFERRAL AGTR - 23**

SEND INFO/DEPARTMENT TRANSFER: SITR - 05

"Before I transfer you to (**department name**), can I get your name?"

(Enter Sex of caller, Male or Female.)

"And your address, please?"

"And the Zip Code for that Address?"

"May I have your City, please?"

"May I have your Area Code and Telephone Number, please?"

(Repeat the spelling of the name and address to ensure accuracy.)

"Are you a homeowner, renter, or business owner?"

(Enter status. If 'Other", enter comments.)

"I have just ordered the Flood Insurance information packet for you. Please allow up to 10 to15 business days for delivery. Please give me a minute and I will look up that number for you."

****Program Transfer List here, so that it is down this path as well.

"M/M (**their name**), I will now transfer you to (**department name**). If we can be of any further assistance, please feel free to call us back, or you can visit our website at Floodsmart.gov for more information and to find an Agent in your area. Thank you for calling the Referral Center. Goodbye."

Disposition call as "Send Info/Transfer Department" - SITR - (4)

AGENT TRANSFER/DEPARTMENT REFERRAL: AGTR - 03

"M/M (**their name**), I would be happy to provide you with the contact information for (**department name**). Before I do so, in order to provide you with an agent in your area, may I have your name, please?

(Confirm Spelling of Name. Enter Sex of caller, Male or Female.)

"And your address, please?"

"And the Zip Code for that Address?"

(Write this information down as you will need it later.)

"May I have your City, please?"

"May I have your Area Code and Telephone Number, please?"

(Repeat the spelling of the name and address to ensure accuracy.)

"Are you a homeowner, renter, or business owner?

(Enter status. If 'Other", enter comments.)

"One moment while I locate your closest agents."

(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy and paste or type in the customer's address and zip code to run the proximity search. Several agents will appear in your next screen. Give the caller the first and last name of three insurance agents, agency name, and the street name they are located on (i.e., Bob Smith at State Farm on Cherry Lane) and then ask them which agent would be their first preference and which agent would be their second preference. Write the preferred JWT Agent ID number down and the secondary JWT ID number down. Then, alth+tab back to this screen and press RETURN to enter the ID numbers.)

"M/M (**their name**), I will attempt to transfer you to (**state agent's name**) now. You can also visit our website at Floodsmart.gov for more information about flood insurance and to find other insurance agents in your area.

(If caller tells you they don't want to be transferred, select NO. If caller says OK or does not say no, then proceed to YES on Page 4.)

01 - YES
02 - NO (Only select if the caller objects. Otherwise, enter YES and proceed.)

NO

"M/M (**their name**), do you have a pen handy? (**Agent name**)'s contact information is (**agent phone number and address**). When you speak to the Agent, ask them to give you details about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. You can also visit our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center. Good Bye."

Disposition call as 'Agent Transfer/Department Referral" - AGTR - 03

YES

"M/M (**their name**), do you have a pen handy? Just in case we get disconnected, his/her contact information is (**agent phone number and address**). If we get the Agent's voice mail, do I have permission to leave your number for the agent to follow up with you at another time?"

YES - (Leave voice mail.)
NO - Doesn't want you to leave a voice mail.

(YES or NO, say the following:)

"When you speak to the agent, ask them to give you details about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. M/M (**their name**), before I transfer you to (**agent's name**), I would like to provide you with the information for (**department name**)."

****Program Transfer List here, so that it is down this path as well.

(If consumer chooses NFIP Help Center, the following language will appear:"

"M/M (**their name**), at this time I am not able to provide you with a number for the NFIP Help Center. However, I can transfer you over to this department now. Before I do so, I want to make sure you have the Agent's contact information I gave you earlier."

YES - Proceed with transfer (Close verbiage below.)
NO - Provide agent information again.

"I will now transfer you to the (**department name**). You can also visit our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center. One moment while I connect you."

YES or NO, Disposition call as "Agent Transfer/Department Referral" - AGTR - O3

"One moment while I transfer you."

01 - Agent answered phone.
02 - Received Agent's voice mail. (If NO to voice mail, END CALL)
03 - Line is busy/Ring 5 Times No Answer
04 - Line is busy/Wrong Number/Disconnected (Attempt to contact Second Choice Agent)

01 - Agent Answered Phone:

"Hello (**agent's name**), this is (**your name**) from the National Flood Insurance Program Referral Center. I have (**customer name**) on the line. He/she would like to speak to you about a Flood Insurance Policy. We will also be sending you a fax confirmation with the consumer's contact information tonight. One moment while I bring him/her on the line..."

(Transfer call.)

"M/M (**their name**), (**agent's name**) is on the line with us. I am going to hang up now. You can also visit our website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center. Goodbye."

Disposition call as "Agent Transfer/Department Referral" - AGTR - 03

02 - YES, Leave Voice Mail:

"Hello (**agent's name**), this is (**your name**) from the National Flood Insurance Program Referral Center. I have (**customer name**) on the line. He/she would like to speak to you about a Flood Insurance Policy. Please call back at (**customer's phone number**) within the next 24 hours."

(Return to Customer.)

"M/M (**their name**), (**agent's name**)'s voice mail message came on. Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Transfer/Department Referral" - AGTR - 03

02 - NO, Do Not Leave Voice Mail:

"M/M (**their name**), (**agent's name**)'s voice mail message came on. Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Transfer/Department Referral" - AGTR - 03

03 - Line is Busy/Ring 5 Times, No Answer

"M/M (**their name**), I wasn't able to get through as (**state reason**). Please feel free to try him/her again at your convenience. If you would like to find other agents in your area, you can visit our Website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Transfer/Department Referral" - AGTR - 03

04 - Line is busy/Wrong Number/Disconnected:

"M/M (**their name**), I was not able to reach (**agent's name**) because their number was out of service. Just one moment and I will attempt to reach another Agent.

(Attempt to call Second Choice Agent. If no contact:)

"M/M (**their name**), unfortunately, I was not able to reach (**agent's name**) because their number was also out of service. I apologize for the inconvenience.. Do you have access to the Internet?

01 - YES
02 - NO

YES:

"You will be able to find more choices for Flood Insurance Agents in your area on our website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Transfer/Department Referral" - AGTR - 03

NO:

(If the caller objects or does not have Internet access, choose CG options, which will allow you to start the call over without creating a new record. You can quickly go back through the same script and try to attempt two new Agents. The first two wrong number/disconnects will not be tracked at this point.)

AGENT REFERRAL (WARM TRANSFER) / SEND INFO / DEPARTMENT REFERRAL: AGTR (23)

"In order to send you flood information and provide you with an agent in your area, may I have your name, please?"

(Confirm Spelling of name and Enter Sex of caller, Male or Female.)

"And your address, please?"

"And the Zip Code for that Address?"

(Write this information down as you will need it later.)

"May I have your City, please?"

"May I have your Area Code and Telephone Number, please?"

(Repeat the spelling of the name and address to ensure accuracy.)

"Are you a homeowner, renter, or business owner?"

(Enter status. If 'Other", enter comments.)

"Great! I have just ordered the Flood Insurance information packet for you. Please allow up to 10 to15 business days for delivery. One moment while I locate your closet agents."

****Program Transfer List here, so that it is down this path as well.

(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy and paste or type in the customer's address and zip code to run the proximity search. Several agents will appear in your next screen. Give the caller the first and last name of three insurance agents, agency name, and the street name they are located on (i.e., Bob Smith at State Farm on Cherry Lane) and then ask them which agent would be their first preference and which agent would be their second preference. Write the preferred JWT Agent ID number down and the secondary JWT ID number down. Then, alth+tab back to this screen and press RETURN to enter the ID numbers.)

"M/M (**their name**), I will attempt to transfer you to (**state agent's name**) now. You can also visit our website at Floodsmart.gov for more information about flood insurance and to find other insurance agents in your area."

01 - YES
02 - NO (Only select if the caller objects. Otherwise, enter YES and proceed.)

NO

"M/M (**their name**), do you have a pen handy? (**Agent name**)'s contact information is (**agent phone number and address**). When you speak to the Agent, ask them to give you details about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. You can also visit our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center. Good Bye."

Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23

YES

"M/M (**their name**), do you have a pen handy? Just in case we get disconnected, his/her contact information is (**agent phone number and address**). If we get the Agent's voice mail, do I have permission to leave your number for the agent to follow up with you at another time?"

YES - (Leave voice mail.)
NO - Doesn't want you to leave a voice mail.

(YES or NO, say the following:)

"When you speak to the agent, ask them to give you details about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. M/M (**their name**), before I transfer you to (**agent's name**), I would like to provide you with the information for (**department name**)."

****Program Transfer List here, so that it is down this path as well.

(If consumer chooses NFIP Help Center, the following language will appear:"

"M/M (**their name**), at this time I am not able to provide you with a number for the NFIP Help Center. However, I can transfer you over to this department now. Before I do so, I want to make sure you have the Agent's contact information I gave you earlier."

YES - Proceed with transfer (Close verbiage below.)
NO - Provide agent information again.

"I will now transfer you to the (**department name**). You can also visit our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center. One moment while I connect you."

YES or NO, Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23

"One moment while I transfer you."

01 - Agent answered phone.
02 - Received Agent's voice mail. (If NO to voice mail, END CALL)
03 - Line is busy/Ring 5 Times No Answer
04 - Line is busy/Wrong Number/Disconnected (Attempt to contact Second Choice Agent)

01 - Agent Answered Phone:

"Hello (**agent's name**), this is (**your name**) from the National Flood Insurance Program Referral Center. I have (**customer name**) on the line. He/she would like to speak to you about a Flood Insurance Policy. We will also be sending you a fax confirmation with the consumer's contact information tonight. One moment while I bring him/her on the line..."

(Transfer call.)

"M/M (**their name**), (**agent's name**) is on the line with us. I am going to hang up now. You can also visit our website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center. Goodbye."

Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23

02 - YES, Leave Voice Mail:

"Hello (**agent's name**), this is (**your name**) from the National Flood Insurance Program Referral Center. I have (**customer name**) on the line. He/she would like to speak to you about a Flood Insurance Policy. Please call back at (**customer's phone number**) within the next 24 hours."

(Return to Customer.)

"M/M (**their name**), (**agent's name**)'s voice mail message came on. Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23

02 - NO, Do Not Leave Voice Mail:

"M/M (**their name**), (**agent's name**)'s voice mail message came on. Please feel free to try him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23

03 - Line is Busy/Ring 5 Times, No Answer

"M/M (**their name**), I wasn't able to get through as (**state reason**). Please feel free to try him/her again at your convenience. If you would like to find other agents in your area, you can visit our Website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23

04 - Line is busy/Wrong Number/Disconnected:

"M/M (**their name**), I was not able to reach (**agent's name**) because his/her number was out of service. Just one moment and I will attempt to reach another Agent.

(Attempt to call Second Choice Agent. If no contact:)

"M/M (**their name**), unfortunately, I was not able to reach (**agent's name**) because their number was also out of service. I apologize for the inconvenience.. Do you have access to the Internet?

01 - YES
02 - NO

AGENT REFERRAL (WARM TRANSFER) / SEND INFO / DEPARTMENT REFERRAL: AGTR (23) - continued

YES:

"You will be able to find more choices for Flood Insurance Agents in your area on our website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."

(OPT: Press RETURN to end call.)

Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23

NO:

(If the caller objects or does not have Internet access, choose CG options, which will allow you to start the call over without creating a new record. You can quickly go back through the same script and try to attempt two new Agents. The first two wrong number/disconnects will not be tracked at this point.)

OPERATOR NOTES:

These questions are asked of the CSR at the end of each call.

OPT: Did the customer need literature in Spanish or English?

01 - English
02 - Spanish

OPT: Was use of the language line necessary to complete this call?

01 - YES
02 - NO (CALL ENDS)

YES - Please identify which language was spoken during this call.

01 - Spanish
02 - German
03 - Dutch
04 - Russian
05 - Chinese
06 - Japanese
07 - Arabic
08 - French
09 - Swedish

Dispositions/Transmission Code/Holden Code

01 - If caller would like to give zip for Insurance Agent contact only. The caller will be given an Insurance Agent referral and offered a warm transfer. No information will be sent:

CONTINUE to Agent Referral Only (Warm Transfer) - AGNT - 01

02 - If caller would like flood information sent and the Insurance Agent's contact information; a warm transfer to the agent will also be offered.

CONTINUE to Agent Referral/Send Info (Warm Transfer) - AGSI - 02

03 = If call is calling in to be transferred to a FEMA Department, but would also like to give zip for Insurance Agent contact information. Agent contact information is given and caller is then transferred to appropriate Department. Information may or may not be sent.

CONTINUE to Agent Transfer/Department Referral - AGTR - 03
OR
Agent Referral (Warm Transfer)/Send Info/Department Referral - AGTR - 23

04 = If caller would only like flood information sent. No Agent referral is given.

CONTINUE to Send Info Only - SI - 04

05 = If caller is calling in to be transferred to a FEMA Department, but would also like flood information sent. Flood packet is sent out and caller is then transferred to appropriate Department. No Agent referral is given.

CONTINUE to Send Info/Department Transfer - SITR - 05

06 = Caller asking for certain FEMA Department. A warm transfer to department is offered.

CONTINUE to Transfer to Department (Close) - TRN - 06

07 = If the caller just has questions only or inquiries. CSR's will use comment box to note why the caller is calling.

CONTINUE to Questions/Inquiry Non-Packet Close - INQ - 07

08, 09, 10, 11 = All other calls: Hang Up, Prank, Wrong #, Test Call should be dispositioned accordingly.

CONTINUE TO OTH - 08, 09, 10, 11

12, 13, 14 = If caller is an Insurance Agent looking to add, change or delete their information or to be provided with the TFN for the Account Specialists to add, change or delete their information at a later date.

CONTINUE to Insurance Agent Callers - OTH - 12, 13, 14

TRANSFER LIST

1. **NFIP Direct Servicing Agent/Customer Service** **1-800-638-6620**
   > Answers questions from agents and policyholders who have policies written by independent agents who represent the NFIP Direct.

2. **NFIP Direct Servicing Agent/Claims** **1-800-767-4341**

3. **NFIP Telephone Center** **1-800-427-4661**
   > Answers general flood insurance and claims questions for WYO Companies.
   > www.fema.gov/business/nfip

4. **NFIP HELP Center** **1-866-395-7496**
   > Handle referrals from FEMA Regional Headquarters staff, Department of Insurance, NFIP State Coordination Offices, from policyholders who have underwriting and/or claims complaints/concerns with their **Write Your Own (WYO)** carrier.
   > Respond to questions regarding Loss History Reports and acknowledgement letters, etc. being distributed as a result of FIRA 2004.
   > Respond to agent questions about basic information on how to access the training site, cost, etc. If the questions are more involved, a message will be sent to NFIP and the inquirer will receive a call back. The agent can also contact: Schadwick@nfipstat.com

5. **Map Service Center/FEMA Map Store** **1-800-358-9616**
   > Basic mapping information research (e.g., map panel, effective date, community number.
   > To view and order flood maps and flood Insurance Manuals
   > http://msc.fema.gov

6. **FEMA Map Assistance Center (FMAC) Map Specialist** **1-877-336-2627**
   > For all mitigation issues (LOMA's, LOMR's, LOMC's)
   > For information about removing a property from the floodplain.
   > For the flood zone they are in, do not transfer them to the FMAC. Refer them directly to their city officials.

7. **Elevation Certificate**
   > If callers are looking for elevation certificate (needed for high risk policies), refer them to a local engineer, architect, land surveyor, community files or contact previous owner.
   > Elevation Certificate www.fema.gov/business/nfip/elvinst/shtm
   > If they do not have access to the web, transfer to Distribution Center - 1-800-480-2520 for a copy of the new form.

8. **Disaster Assistance (Give number, no transfer)** **1-800-621-3362**
   > To apply for disaster assistance
   > To check status of disaster assistance claim
   > If they mention it is not a nationally declared disaster, direct them to contact local government

9. **Language Line Service** **1-800-523-1786**
   > Language interpreting assistance (FEMA code needed)

10. **FEMA Public Affairs Liaison (Eugene "Butch" Kinerney)** **1-202-646-3228**
    > Media calls from radio, TV stations, newspapers, magazines, reporters, editors, etc. looking for information on FEMA, NFIP or floods

11. **FEMA Lender Compliance Officer (Lena Thompson)** **1-703-605-0568**
    > Calls from lenders/banks regarding NFIP policies
    > Lending requirements

12. **FEMA Distribution Facility** **1-800-480-2520**
    > FEMA publications, forms, public awareness materials
    > Copies of the new 2007 elevation certificate

IMPORTANT INTERNET ADDRESSES:

> www.fema.gov
> www.fema.gov/business/nfip
> http://msc.fema.gov
> www.floodsmart.gov
> www.agents.floodsmart.gov