

**Forms Revision Chart**  
**FEMA Form 512-0-1, NFIP Agent Referral Questionnaire**

## FORMS ACTION REQUEST

<b>V. FORMS REVISION CHART (ONLY COMPLETE if a Revision to a Form is being Requested):</b>		
Location of Text (e.g., Page 2, Line 3)	Current Text (e.g., Action Office: RMD)	Revised Text (e.g., Action Office: Records Management Division (RMD))
Line 4 & 5	Go to: Yes No, I do not have a flood policy	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)
Line 6 & 7	Go to: No Remove from mailing list	YES "What may I help you with today?"
Line 8	Go to Complaint and/or Remove From Mailing List	(Probe to find out what direction to take the call. If caller is asking for something that requires a
Line 9	Caller is insurance agent	transfer, CHOOSE 01 BELOW. If they have a question you can answer, or if you will be referring
Line 10-12	Go to Agent Inquiry Wrong Number "Thank you for calling the NFIP Referral Center."	them to the website, CHOOSE 02 BELOW. 01 - IF Specific Department/Transfer: go to TRANSFER TO DEPARTMENT (CLOSE) TRN - 06
Line 13 & 14	(Disposition Final Wrong Number- U) Prank Call	02 - IF Question/Inquires Only: go to QUESTIONS/INQUIRY NON-PACKET (CLOSE) INQ - 07
Line 15	"Thank you for calling the NFIP Referral Center."	NO
Line 16	(Disposition Final- V)	"Let me look up an agent in your area and I can transfer you and send you a Flood Insurance brochure."
Line 17	Hang Up	(If the caller agrees or does not object, CHOOSE 01 BELOW. If the caller objects and starts telling
Line 18 & 19	"Thank you for calling the NFIP Referral Center." (Disposition Final- Y)	you why they are calling, listen and ask probing questions to determine the correct path. Always sell the program.)
Line 20 & 21	1. Yes: "How may I help you today?"	01 - Caller is interested in NFIP go to AGENT REFERRAL (WARM TRANSFER) / END INFO AGSI - 02
Line 22 & 23	1.1 Caller has sustained recent flood damage * As a friendly reminder, we need to be extremely sensitive and patient with these callers. First check to	go to SEND INFO ONLY SI - 04 on Page 3 go to AGENT REFERRAL (WARM TRANSFER) ONLY AGNT - 01
Line 24	see if they have a flood insurance policy and are trying to submit a flood insurance claim. If they do not	- Caller is only interested in receiving Flood Brochure
Line 25 & 26	have a policy, they may be eligible for disaster assistance from FEMA if their area has been declared a Federal Disaster	go to SEND INFO ONLY SI - 04 02 - Transfer to Department or Question Inquires and still a potential lead.
Line 27 & 28	"I am so sorry, I am happy to help. Do you currently have flood insurance? Yes	go to TRANSFERRED TO DEPARTMENT - UP SELL (TRN - 06 or AGTR - 03 or SITR - 05)

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Line 29	Flood Insurance Claim	go to QUESTIONS/INQUIRY INQ - 07
Line 30	"Unfortunately you will need to speak with your insurance agent directly to make a claim."	"I will transfer you to an Agent Specialist to help you with that now. In case we get disconnected, the direct number is
Line 31	(Disposition Final Consumer Inquiry- P)	888-786-7693. Thank you for calling the NFIP Referral Center. I will transfer you now."
Line 32	Caller indicates that the agent is not responsive/helpful, sent them to FEMA.	(Agent Update Customer Service Representative will then follow agent update instruction guide.)
Line 33	"What is the name of the insurance company that handles your policy?"	Disposition call as OTH - 12)
Line 34 & 35	NFIP, FEMA, State Farm, I don't know Go to Transfer to Department (Close) and transfer them to NFIP Direct	NO "Please go to our secure agent site at Agents.Floodsmart.gov where you can register
Line 36	Claims DRTA 1010	and find other information. If you have any future inquiries regarding your information,
Line 37 & 38	Other WYO Company Go to WYO (Close)	please call the Agent Update line at 888-786-7693. Thank you for calling the NFIP Referral Center."
Line 39 & 40	No Disaster Assistance	Disposition call as OTH - 12 After Hours:
Line 41	"Ok, I am going to transfer you to the department that handles Federal Disaster Assistance to see if your	"An Agent Update Representative will need to help you with your request, and their
Line 42	area qualifies. Do you have a pen handy?"	operating hours are Monday through Friday, 9:00 am to 6:30 p.m., Eastern Standard
Line 43	Go to Transfer to Department (Close)	Time. The direct phone number is 888-786-7693. Please go to our secure agent
Line 44	(Disposition Department Transfer- O)	site at Agents.Floodsmart.gov where you can register and find other information.
Line 45 & 46	1.2 Checking the status of my claim- "Are you checking on a flood insurance claim or disaster assistance claim?"	Thank you for calling the NFIP Referral Center. Disposition call as OTH - 12
Line 47	Disaster Assistance	"Please give me one moment while I look up that number, and I will be happy to transfer you."

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Line 48	Go to Transfer to Department (Close)	(Probe enough to make sure you are transferring the consumer to the correct department. If
Line 49	Flood Insurance Claim	necessary, please view the transfer list definitions location in the help section.)
Line 50	"Are you currently working with an agent on your insurance claim?"	****Program Transfer List here, so that it is down this path as well.
Line 51	Yes	"I will now transfer you to the ( name of department ). In case we get disconnected, I would like to give you their
Line 52	"You will need to speak with your insurance agent directly regarding your claim."	telephone number. Do you have a pen handy? You can also visit our website at Floodsmart.gov to obtain
Line 53	(Disposition Final Consumer Inquiry- P)	additional information. If we can be of any further assistance, please feel free to call us back. Thank you for
Line 54	No/I don't know/Yes but want to speak to someone else	calling the NFIP Referral Center. One moment while I connect you."
Line 55	"What is the name of the insurance company that handles your policy?"	Disposition call as TRN - 06
Line 56	NFIP, FEMA, State Farm, I don't know	(If the caller has an inquiry, please do your best to answer their question(s) and use your comment
Line 57 & 58	Go to Transfer to Department (Close) and transfer them to NFIP Direct Claims DRTA 1010	box to note the reason for the call. Please be as thorough and specific as possible when making your comments.)
Line 59	Other WYO Company	"Mr./Mrs./Ms. ( their name ), you can visit our website at Floodsmart.gov for more information about flood insurance
Line 60	Go to WYO (Close)	agents in your area. If we can be of any further assistance, please feel free to call us back. Thank you for calling the
Line 61 & 62	1.3 Looking for lower premium estimates "Rates are federally regulated if your current agent writes on behalf of the NFIP, so you will receive the	NFIP Referral Center. Goodbye." Disposition call as INQ - 07
Line 63	same rate from other agents in our program. I would be happy to refer you to other agents in the area if	"I will be happy to send you information about the National Flood Insurance Program. May I have your name, please?"
Line 64	you would still like to speak with one and I can transfer you to that agent. I can also send you a flood	(Confirm Spelling of Name. Enter Sex of caller, Male or Female.)
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Line 65	1.3 Looking for lower premium estimates	"And your address, please?"
Line 66	"Rates are federally regulated if your current agent writes on behalf of the NFIP, so you will receive the	"And the Zip Code for that Address?"
Line 67	same rate from other agents in our program. I would be happy to refer you to other agents in the area if	(Preference is to have a street address.)
Line 68 & 69	you would still like to speak with one and I can transfer you to that agent. I can also send you a flood insurance brochure if you would like."	"May I have your City, please?" "May I have your Area Code and Telephone Number, please?"
Line 70 & 71	Yes to Agent Warm Transfer Yes to Agent Warm Transfer/Send Brochure	(Repeat the spelling of the name and address to ensure accuracy.) "Are you a homeowner, renter, or business owner?"
Line 72 & 73	Yes to Agent Referral Yes to Agent Referral /Send Brochure	(Enter status. If 'Other", enter comments.) "Your flood insurance package will arrive in 10 to 15 business days. You can also visit our website at
Line 74	Yes to Send Brochure	Floodsmart.gov for more information about flood insurance. If we can be of any further assistance, please
Line 75	1.4 Consumer heard about \$129 flood insurance policy and is interested in that policy/price	feel free to call us back. Thank you for calling the Referral Center. Goodbye."
Line 76	"You may qualify for a low-cost Preferred Risk Policy. This is based on a number of factors. Your	Disposition call as SI - 4
Line 77	insurance agent will be able to give you more information. I recommend that you speak with your	"In order to send you flood information and provide you with an agent in your area, may I have your name, please?"
Line 78	agent."	(Confirm Spelling of Name. Enter Sex of caller, Male or Female.)
Line 79 & 80	If consumer does not want to go back to their agent 1. "I will be happy to locate a qualified agent in your area who can provide you with flood	"And your address, please?" (Preference is to have a street address.)
Line 81 & 82	insurance information. I can transfer you to that agent and also send you a flood insurance brochure."	"And the Zip Code for that Address?" (Write this information down as you will need it later.)
Line 83 & 84	Yes to Agent Warm Transfer Yes to Agent Warm Transfer/Send Brochure	"May I have your City, please?" "May I have your Area Code and Telephone Number, please?"
Line 85	Yes to Agent Referral	(Repeat the spelling of the name and address to ensure accuracy.)

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Line 86 & 87	Yes to Agent Referral /Send Brochure Yes to Send Brochure	"Are you a homeowner, renter, or business owner? (Enter status indicated. If 'Other", enter comments.)
Line 88	1.5 Want to know what flood zone they are in	"Great! I have just ordered the Flood Insurance Information Packet for you. Please allow 10 to 15 business days for
Line 89	"Unfortunately, I do not have that information, but your insurance agent will be able to assist you. You	delivery. One moment while I locate your closest agents."
Like 90	can also contact your local planning and zoning or building permit office or you may wish to visit the	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading.
Line 91	FEMA Map Information Exchange website, msc.fema. gov. If we can be of any further assistance, please	Copy & paste, or type in the customer's address and zip code to run the proximity search. Several agents
Line 92	feel free to call us back. Thank you for calling the NFIP Referral Center."	will appear in your next screen. Give the caller the first and last name of three insurance agents, agency
Line 93	(Disposition Final Consumer Inquiry- P)	name and the street name they are located on (i.e., Bob Smith at State Farm on Cherry Lane) and then
Line 94	1.6 FEMA says consumer is in a high-risk flood zone, but the caller doesn't agree.	ask them which agent would be their first preference and which agent would be their second preference.
Line 95	"Unfortunately, I do not have that information, but your insurance agent will be able to assist you. You	Write the preferred JWT Agent ID number down and the secondary JWT ID number down. Then, alt+tab
Line 96	can also contact your local planning and zoning or building permit office to help determine your most	back to this screen and press RETURN to enter the ID numbers.)
Line 97	current flood zone. Or you may wish to visit the FEMA Map Information Exchange website,	"M/M ( their name ), I will attempt to transfer you to ( state agent's name ) now. You can also visit our website
Line 98	msc.fema.gov. There is contact information available at the website for speaking directly to a FEMA	at Floodsmart.gov for more information about flood insurance and to find other insurance agents in your area.
Line 99	Mapping Specialist if you need further assistance. If we can be of any further assistance, please feel free	(If caller tells you they don't want to be transferred, select NO. If caller says OK or does not say no, then
Line 100	to call us back. Thank you for calling the NFIP Referral Center."	proceed to YES.)
Line 101 & 102	(Disposition Final Consumer Inquiry- P) 1.7 Mortgage lender says consumer is in a high-risk flood zone, but the caller doesn't agree	01 - YES 02 - NO
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Line 103	"Unfortunately, I do not have that information, but your insurance agent will be able to assist you. You	NO
Line 104	can also contact your local planning and zoning office or building permit office or visit the FEMA Map	"M/M ( their name ), do you have a pen handy? ( Agent name )'s contact information is
Line 105	Information Exchange website, msc.fema.gov. for information about your most current flood zone.	( agent phone number and address ). When you speak to the Agent, ask them to give you details
Line 106	Please note that your lender may require you to purchase flood insurance regardless of your flood zone.	about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. You can also visit
Line 107	If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP	our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance,
Line 108 & 109	Referral Center." (Disposition Final Consumer Inquiry- P)	please feel free to call us back. Thank you for calling the NFIP Referral Center. Good Bye." Disposition call as AGSI - 02
Line 110	1.8 Received information about free or discounted flood insurance (typically 3-year term)- This is a Group	YES
Line 111	Flood Insurance Policy	"M/M ( their name ), do you have a pen handy? Just in case we get disconnected, his/her
Line 112	o Go to Transfer to Department (Close) and transfer them to NFIP Direct Underwriting DRTA 1009	contact information is ( agent phone number and address ). If we get the Agent's voice mail,
Line 113	1.9 Specific department transfer	do I have permission to leave your number for the agent to follow up with you at another time?"
Line 114 & 115	Go to Transfer to Department (Close) 1.10 Interested in insurance and department information	YES - (Leave voice mail.) NO - Doesn't want you to leave a voice mail.
Line 116	Yes to Agent Warm Transfer	(YES or NO, say the following:)
Line 117	Yes to Agent Warm Transfer/Department Referral/ Transfer	"When you speak to the agent, ask them to give you details about the Preferred Risk Policy (PRP).
Line 118	Yes to Agent Warm Transfer/Send Brochure	You may qualify for this low cost policy. One moment while I transfer you."
Line 119 & 120	Yes to Agent Warm Transfer/Department Referral/ Transfer/Send Brochure Yes to Agent Referral	01 - Agent answered phone. 02 - Received Agent's voice mail. (If NO to voice mail, END CALL)

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Line 121 & 122	Yes to Agent Referral/Department Referral/Transfer Yes to Agent Referral /Send Brochure	03 - Line is busy/Ring 5 Times No Answer 04 - Line is busy/Wrong Number/Disconnected (Attempt to contact Second Choice Agent)
Line 123	Yes to Agent Referral/Department Referral/Transfer/ Send Brochure	01 - Agent Answered Phone:
Line 124	Yes to Send Brochure	"Hello ( agent's name ), this is ( your name ) from the National Flood Insurance Program Referral
Line 125	1.11 Other questions or inquiries	Center. I have ( customer name ) on the line. He/she would like to speak to you about a Flood
Line 126	If the caller has an inquiry, please do your best to answer the question(s), use your comment box, and	Insurance Policy. We will also be sending you a fax confirmation with the consumer's contact
Line 127	note the reason for the call. Please be as thorough as possible when making your comments.	information tonight. One moment while I bring him/ her on the line..."
Line 128	"You can visit our website at FloodSmart.gov for more information about your flood risk, flood insurance	(Transfer call.)
Line 129	and to find the names of insurance agents in your area. If we can be of any further assistance, please feel	"M/M ( their name ), ( agent's name ) is on the line with us. I am going to hang up now. You can
Line 130	free to call us back. Thank you for calling the NFIP Referral Center."	also visit our website at Floodsmart.gov to obtain additional information. Thank you for calling
Line 131	(Disposition Final Consumer Inquiry- P)	the NFIP Referral Center. Goodbye."
Line 132	2.1 Customer indicated they have had a policy for 3 years under FEMA after their house received flood	Disposition call as AGSI - 01
Line 133	damage but it is about to expire and they need a new policy. This is a Group Flood Insurance Policy	02 - YES, Leave Voice Mail:
Line 134	and now they need to purchase a Standard Flood Insurance policy through an insurance agent.	"Hello ( agent's name ), this is ( your name ) from the National Flood Insurance Program Referral
Line 135	"You may contact your insurance agent who provides your home or auto policy, or if you would	Center. I have ( customer name ) on the line. He/she would like to speak to you about a Flood
Line 136	prefer I will be happy to locate an agent in your area who can provide you with a new flood	Insurance Policy. Please call back at ( customer's phone number ) within the next 24 hours."

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Line 137	insurance policy. I can transfer you to that agent and also send you a flood insurance brochure."	(Return to Customer.)
Line 138	Yes to Agent Warm Transfer	"M/M ( their name ), ( agent's name )'s voice mail message came on. Please feel free to try
Line 139	Yes to Agent Warm Transfer/Send Brochure	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 140	Yes to Agent Referral	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 141-143	Yes to Agent Referral /Send Brochure Yes to Send Brochure No to Agent Warm Transfer	(OPT: Press RETURN to end call.) Disposition call as AGSI - 02 02 - NO, Do Not Leave Voice Mail:
Line 144	2.2 Any questions related to higher policy costs and/or current legislation:	"M/M ( their name ), ( agent's name )'s voice mail message came on. Please feel free to try
Line 145	If the caller already has a policy and has specific questions about their policy premium:	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 146	1. Please refer them back to their current agent-	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 147	"I suggest speaking with your agent as they will be able to assist you with specific policy	(OPT: Press RETURN to end call.)
Line 148	questions."	Disposition call as AGSI - 02
Line 149	This is the preferred outcome of these calls. If the caller continues to voice frustration, have	03 - Line is Busy/Ring 5 Times, No Answer
Line 150	issues with being sent back to their agent, or wish to speak to someone else, then;	"M/M ( their name ), I wasn't able to get through as ( state reason ). Please feel free to try
Line 151	2. Please refer them back to their carrier (this includes NFIP Direct, if the NFIP services the policy)-	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 152	"You can contact your insurance carrier as they also will be able to assist you with policy	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 153	questions."	(OPT: Press RETURN to end call.)

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Line 154	3. If the caller continues to voice frustration, or does not wish to be sent back to their agent or to	Disposition call as AGSI - 03
Line 155	their carrier.	04 - Line is busy/Wrong Number/Disconnected:
Line 156	Go to Transfer to Department (Close) and transfer them to NFIP Help Center DRTA 1012	"M/M ( their name ), I was not able to reach ( agent's name ) because their number was
Line 157	"Let me transfer you to the NFIP Help Center. If we can be of any further assistance, please feel free	out of service. Just one moment and I will attempt to reach another Agent.
Line 158	to call us back. Thank you for calling the NFIP Referral Center."	(Attempt to call Second Choice Agent. If no contact:)
Line 159	2.3 Customer received a piece of mail indicating that they need to renew their policy, however they have	"M/M ( their name ), unfortunately, I was not able to reach ( agent's name ) because their
Line 160	already renewed.	number was also out of service. I apologize for the inconvenience.. Do you have access to the
Line 161	"I apologize; your payment and our mailing may have gotten crossed in the mail. If you have	Internet?
Line 162	already renewed your policy you can disregard the letter. However, it is always best to check	01 - YES
Line 163	with your agent to confirm your payment was received."	02 - NO
Line 164 & 165	-If caller is unsure they have paid, or would like confirmation that payment was received please refer them back to their agent.	YES: "You will be able to find more choices for Flood Insurance Agents in your area on our website
Line 166	"You would need to contact your insurance agent to ensure that your payment was received. If we	at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 167	can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP	(OPT: Press RETURN to end call.)
Line 168 & 196	Referral Center. "If caller indicates that they have been unable to reach their agent, or their agent was not helpful	Disposition call as AGSI - 04 NO:
Line 170	1. Please refer them back to their carrier (this includes NFIP Direct, if the NFIP services the	(If the caller objects or does not have Internet access, choose CG options, which will allow

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Line 171	policy)-	you to start the call over without creating a new record. You can quickly go back through
Line 172 & 173	"You can contact your insurance carrier as they also will be able to assist you with policy questions." 2. No:	the same script and try to attempt two new Agents. The first two wrong number/disconnects will not be tracked at this point.)
Line 174	"How may I help you today?"	"I will be happy to send you information about the National Flood Insurance Program. May I have your name, please?"
Line 175	2.4 Consumer is interested in flood insurance	(Confirm Spelling of Name. Enter Sex of caller, Male or Female.)
Line 176 & 177	"I would be happy to help you. Do you already work with an insurance agent that offers flood insurance?"	"And your address, please?" "And the Zip Code for that Address?"
Line 178 & 179	No "I would be happy to help you. Do you already work with an insurance agent that offers flood insurance?"	(Write this information down as you will need it later.) "May I have your City, please?"
Line 180	information. I can transfer you to that agent and also send you a flood insurance brochure."	"May I have your Area Code and Telephone Number, please?"
Line 181	Yes to Agent Warm Transfer	(Repeat the spelling of the name and address to ensure accuracy.)
Line 182-184	Yes to Agent Warm Transfer/Send Brochure Yes to Agent Referral Yes to Agent Referral /Send Brochure	"Are you a homeowner, renter, or business owner? (Enter status. If 'Other", enter comments.) "One moment while I locate your closest agents."
Line 185	o Yes to Send Brochure	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading.
Line 186	o Yes or I don't know	Copy and paste or type in the customer's address and zip code to run the proximity search. Several agents
Line 187	o "I recommend that you check with your agent first to see if he or she offers flood insurance."	will appear in your next screen. Give the caller the first and last name of three insurance agents, agency name,
Line 188	o If consumer does not want to go back to their agent	and the street name they are located on (i.e., Bob Smith at State Farm on Cherry Lane) and then ask them
Line 189	• "I will be happy to locate an agent in your area who can provide you with flood	which agent would be their first preference and which agent would be their second preference. Write the
Line 190	insurance information. I can transfer you to that agent and also send you a flood	preferred JWT Agent ID number down and the secondary JWT ID number down. Then, alth+tab back to this

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Line 191	insurance brochure."	screen and press RETURN to enter the ID numbers.)
Line 192	Yes to Agent Warm Transfer	"M/M ( their name ), I will attempt to transfer you to ( state agent's name ) now. You can also visit our website
Line 193 & 194	Yes to Agent Warm Transfer/Send Brochure Yes to Agent Referral	(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.)
Line 195 & 196	Yes to Agent Referral /Send Brochure Yes to Send Brochure	01 - YES 02 - NO
Line 197	2.5 Consumer heard about \$129 flood insurance policy and is interested in flood insurance	NO
Line 198	"I would be happy to help you. You may qualify for a low-cost Preferred Risk Policy. This is based on a	"M/M ( their name ), do you have a pen handy? ( Agent name )'s contact information is
Line 199	number of factors. An insurance agent will be able to give you more information. Do you already work	( agent phone number and address ). When you speak to the Agent, ask them to give you details
Line 200	with an insurance agent that offers flood insurance?"	about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. You can also visit
Line 201	No	our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance,
Line 202	"I will be happy to locate an agent in your area who can provide you with flood insurance	please feel free to call us back. Thank you for calling the NFIP Referral Center. Good Bye."
Line 203 & 204	information. I can transfer you to that agent and also send you a flood insurance brochure." Yes to Agent Warm Transfer	Disposition call as 'Agent Ref" - AGNT - 01 YES
Line 205	Yes to Agent Warm Transfer/Send Brochure	"M/M ( their name ), do you have a pen handy? Just in case we get disconnected, his/her
Line 206	Yes to Agent Referral	contact information is ( agent phone number and address ). If we get the Agent's voice mail, do I
Line 207	Yes to Agent Referral /Send Brochure	have permission to leave your number for the agent to follow up with you at another time?"
Line 208 & 209	Yes to Send Brochure Yes or I don't know	YES - (Leave voice mail.) NO - Doesn't want you to leave a voice mail.

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Line 210	"I recommend that you check with your agent first to see if he or she offers flood insurance."	(YES or NO, say the following:)
Line 211	If consumer does not want to go back to their agent	"When you speak to the agent, ask them to give you details about the Preferred Risk Policy (PRP).
Line 212	"I will be happy to locate an agent in your area who can provide you with flood	You may qualify for this low cost policy. One moment while I transfer you."
Line 213 & 214	insurance information. I can transfer you to that agent and also send you a flood insurance brochure."	01 - Agent answered phone. 02 - Received Agent's voice mail. (If NO to voice mail, END CALL)
Line 215 & 216	Yes to Agent Warm Transfer Yes to Agent Warm Transfer/Send Brochure	03 - Line is busy/Ring 5 Times No Answer 04 - Line is busy/Wrong Number/Disconnected (Attempt to contact Second Choice Agent)
Line 217	Yes to Agent Referral	01 - Agent Answered Phone:
Line 218	Yes to Agent Referral /Send Brochure	"Hello ( agent's name ), this is ( your name ) from the National Flood Insurance Program Referral
Line 219	Yes to Send Brochure	Center. I have ( customer name ) on the line. He/she would like to speak to you about a Flood
Line 220	2.6 Just want to know what flood zone they are in	Insurance Policy. We will also be sending you a fax confirmation with the consumer's contact
Line 221	"I'm sorry to say that I do not have that information. An insurance agent who handles flood insurance	information tonight. One moment while I bring him/her on the line..."
Line 222	will be able to assist you with this. I recommend that you contact your insurance agent for this	(Transfer call.)
Line 223	information. I could also locate an agent in your area if you like. Otherwise, you can also contact your	"M/M ( their name ), ( agent's name ) is on the line with us. I am going to hang up now. You can
Line 224 & 225	local building permit or planning and zoning office or visit the FEMA Map Information Exchange website, msc.fema.gov."	also visit our website at Floodsmart.gov to obtain additional information. Thank you for calling the NFIP Referral Center. Goodbye."
Line 226 & 227	Yes to Agent Warm Transfer Yes to Agent Referral	Disposition call as "Agent Ref" - AGNT - 01 02 - YES, Leave Voice Mail:
Line 228	No to all the above	"Hello ( agent's name ), this is ( your name ) from the National Flood Insurance Program Referral

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## FORMS ACTION REQUEST

<b>V. FORMS REVISION CHART (ONLY COMPLETE if a Revision to a Form is being Requested):</b>		
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Line 229	"If we can be of any further assistance, please feel free to call us back. Thank you for calling the	Center. I have ( customer name ) on the line. He/she would like to speak to you about a Flood
Line 230	NFIP Referral Center."	Insurance Policy. Please call back at ( customer's phone number ) within the next 24 hours."
Line 231	(Disposition Final Consumer Inquiry- P)	(Return to Customer.)
Line 232	2.7 FEMA, Mortgage, etc. says consumer is in a high-risk flood zone, but they don't agree and want to be	"M/M ( their name ), ( agent's name )'s voice mail message came on. Please feel free to try
Line 233	remapped	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 234	"Let me transfer you to the FEMA Map Information Exchange. If we can be of any further assistance,	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 235	please feel free to call us back. Thank you for calling the NFIP Referral Center."	(OPT: Press RETURN to end call.)
Line 236 & 237	Go to Transfer to Department (Close) and transfer them to FEMA Map Information Exchange (FMIX) DRTA 1014	Disposition call as "Agent Ref" - AGNT - 01 02 - NO, Do Not Leave Voice Mail:
Line 238	2.8 Received information about free or discounted flood insurance (typically 3 year term) - This is a Group	"M/M ( their name ), ( agent's name )'s voice mail message came on. Please feel free to try
Line 239	Flood Insurance Policy	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 240	Go to Transfer to Department (Close) and transfer them to NFIP Direct Underwriting DRTA 1009	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 241	2.9 Customer indicated that they have already received two quotes for a flood insurance policy and wants	(OPT: Press RETURN to end call.)
Line 242	to know why the prices are different if the rates are set by FEMA.	Disposition call as "Agent Ref" - AGNT - 01
Line 243	"While all agents write under the NFIP Guidelines the difference in prices could be based on	03 - Line is Busy/Ring 5 Times, No Answer
Line 244	several factors in how the agent rated your policy, such as a different deductible or a difference	"M/M ( their name ), I wasn't able to get through as ( state reason ). Please feel free to try him/her

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Line 245	in coverage options. I would suggest speaking with one of the agents that provided you with a	again at your convenience. If you would like to find other agents in your area, you can visit our
Line 246	quote to help clarify what rating factors were used."	Website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 247	If the caller wishes to be transferred to another agent, please offer them a referral from our	(OPT: Press RETURN to end call.)
Line 248	insurance agent database.	Disposition call as "Agent Ref" - AGNT - 01
line 249	I will be happy to locate an agent in your area who can provide you with flood insurance	04 - Line is busy/Wrong Number/Disconnected:
Line 250	information. -Yes	"M/M ( their name ), I was not able to reach ( agent's name ) because their number was
Line 251 & 252	Yes to Agent Warm Transfer 2.10 Any questions related to higher policy costs and/o	out of service. Just one moment and I will attempt to reach another Agent. (Attempt to call Second Choice Agent. If no contact:)
Line 253	If the caller does NOT have a policy	"M/M ( their name ), unfortunately, I was not able to reach ( agent's name ) because their
Line 254	1. If they have not already spoken to an agent:	number was also out of service. I apologize for the inconvenience.. Do you have access to the
Line 255	Please offer them referrals from our insurance agent database-	Internet?
Line 256	"I will be happy to locate an agent in your area who can provide you with flood insurance	01 - YES
Line 257	information. I can transfer you to that agent and also send you a flood brochure."	02 - NO
Line 258	Yes to Agent Warm Transfer	YES:
Line 259	Yes to Agent Warm Transfer/Send Brochure	"You will be able to find more choices for Flood Insurance Agents in your area on our website
Line 260	Yes to Agent Referral	at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."

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Line 261-263	Yes to Agent Referral /Send Brochure Yes to Send Brochure 2. If they've already spoken to an agent:	(OPT: Press RETURN to end call.) Disposition call as AGSI - 04 NO:
Line 264	Please offer them referrals from our insurance agent database-	(If the caller objects or does not have Internet access, choose CG options, which will allow
Line 265	"Please note that all agents who write for FEMA use the same underwriting requirements and rates and	you to start the call over without creating a new record. You can quickly go back through
Line 266	will give you the same quote. However, I can refer you to another agent in your area if you'd like."	the same script and try to attempt two new Agents. The first two wrong number/disconnects
Line 267	Yes to Agent Warm Transfer	will not be tracked at this point.)
Line 268	Yes to Agent Warm Transfer/Send Brochure	"M/M ( their name ), I would be happy to transfer you to ( department name ). Before I do so, could I offer to send
Line 269	Yes to Agent Referral	you some information about the National Flood Insurance Program or possibly refer you to an insurance agent in
Line 270	Yes to Agent Referral /Send Brochure	your area?"
Line 271	Yes to Send Brochure	NO - go to TRANSFER TO DEPARTMENT (CLOSE) TRN - 06
Line 272	All callers that have GENERAL questions about the Biggert-Waters Flood Insurance Act of 2012 (BW-	YES - Information Only - go to SEND INFO/ DEPARTMENT TRANSFER SITR - 05
Line 273	12):	YES - Refer to an Agency Only - go to AGENT TRANSFER/DEPARTMENT REFERRAL AGTR - 03
Line 274	Please refer them to the NFIP Help Center (DRTA 1012, 1-800-427-4661)-	BOTH - go to AGENT REFERRAL-WARM TRANSFER/ SEND INFO/
Line 275	"Let me transfer you to the NFIP Help Center where they will be able to further assist you."	DEPARTMENT REFERRAL AGTR - 23
Line 276	2.11 Customer wants to know the difference between their current agent who offers flood insurance,	"Before I transfer you to ( department name ), can I get your name?"
Line 277	and the agents listed on our website.	(Enter Sex of caller, Male or Female.)

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Line 278	o The agents listed on the FloodSmart.gov website are agents who have taken National Flood	"And your address, please?"
Line 279	Insurance Program flood insurance training and opted into the Agent Referral program.	"And the Zip Code for that Address?"
Line 280	However, all agents that write through the NFIP abide by the same underwriting rules and	"May I have your City, please?"
Line 281	rates and should quote you the same price. Would you like me to locate one of our trained	"May I have your Area Code and Telephone Number, please?"
Line 282 & 283	agents in your area? -Yes	(Repeat the spelling of the name and address to ensure accuracy.) "Are you a homeowner, renter, or business owner?"
Line 284	Yes to Agent Warm Transfer	(Enter status. If 'Other", enter comments.)
line 285	Yes to Agent Warm Transfer/Send Brochure	"I have just ordered the Flood Insurance information packet for you. Please allow up to 10 to 15 business days for
Line 286	Yes to Agent Referral	delivery. Please give me a minute and I will look up that number for you."
Line 287	Yes to Agent Referral/Send Brochure	****Program Transfer List here, so that it is down this path as well.
Line 288	Yes to Send Brochure	"M/M ( their name ), I will now transfer you to ( department name ). If we can be of any further assistance, please
Line 289	- No	feel free to call us back, or you can visit our website at Floodsmart.gov for more information and to find an Agent
Line 290	1. "If we can be of any further assistance, please feel free to call us back. Thank you for calling	in your area. Thank you for calling the Referral Center. Goodbye."
Line 291	the NFIP Referral Center"	Disposition call as "Send Info/Transfer Department" - SITR - (4)
Line 292	"In order to provide you with an agent in your area, may I have your name please?"	"M/M ( their name ), I would be happy to provide you with the contact information for ( department name ). Before
Line 293	(Confirm Spelling of Name)	I do so, in order to provide you with an agent in your area, may I have your name, please?

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Line 294 & 295	"And your address please?" "And the ZIP Code?"	(Confirm Spelling of Name. Enter Sex of caller, Male or Female.) "And your address, please?"
Line 296 & 297	(Write this information down as you will need it later) "May I have your city please?"	"And the Zip Code for that Address?" (Write this information down as you will need it later.)
Line 298	"May I have your area code and telephone number please?"	"May I have your City, please?"
Line 299	(Repeat the spelling of the name and address to ensure accuracy)	"May I have your Area Code and Telephone Number, please?"
Line 300 & 301	"Are you a homeowner, renter, or business owner?" • Homeowner	(Repeat the spelling of the name and address to ensure accuracy.) "Are you a homeowner, renter, or business owner?"
Line 302 & 303	• Renter • Business owner	(Enter status. If 'Other", enter comments.) "One moment while I locate your closest agents."
Line 304	"One moment while I locate an agent in your area."	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading.
Line 305	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy	Copy and paste or type in the customer's address and zip code to run the proximity search. Several agents
Line 306	and paste or type in the customer's address and ZIP Code to run the proximity search. Several agents' names will	will appear in your next screen. Give the caller the first and last name of three insurance agents, agency name,
Line 307	appear in your next screen. Give the caller the first and last name of three insurance agents, agency name, and	and the street name they are located on (i.e., Bob Smith at State Farm on Cherry Lane) and then ask them
Line 308	the street name they are located on (e.g., Bob Smith at State Farm on Cherry Lane) and then ask them which	which agent would be their first preference and which agent would be their second preference. Write the
Line 309	agent would be their first preference and which agent would be their second preference. Write the preferred	preferred JWT Agent ID number down and the secondary JWT ID number down. Then, alth+tab back to this
Line 310	FloodSmart Agent ID number down and the secondary FloodSmart ID number down. Then alt+tab back to this	screen and press RETURN to enter the ID numbers.)
Line 311	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
Line 312	"[M/M consumer name], I will attempt to transfer you to [insurance agent name] now. You can always visit our	at Floodsmart.gov for more information about flood insurance and to find other insurance agents in your area.

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Line 313	website at FloodSmart.gov for more information about your flood risk, flood insurance and to find other	(If caller tells you they don't want to be transferred, select NO. If caller says OK or does not say no, then
Line 314	insurance agents in your area. Before I transfer you, do you have a pen handy? Just in case we get disconnected,	proceed to YES on Page 4.)
Line 315	[his/her] contact information is [insurance agent phone & address]. If we get the agent's voicemail, do I have	01 - YES
Line 316	permission to leave your number for the agent to follow up with you at another time?"	02 - NO (Only select if the caller objects. Otherwise, enter YES and proceed.)
Line 317 & 318	Yes, leave voicemail • Go to Yes, voicemail	NO "M/M ( their name ), do you have a pen handy? ( Agent name )'s contact information is
Line 319	No, don't leave voicemail	( agent phone number and address ). When you speak to the Agent, ask them to give you details
line 320	• Go to No, don't leave voicemail	about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. You can also visit
Line 321	• Yes, voicemail	our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance,
Line 322	"When you speak to the agent ask for details about the Preferred Risk Policy. You may qualify for this	please feel free to call us back. Thank you for calling the NFIP Referral Center. Good Bye."
Line 323	lower cost policy if you meet certain requirements. The agent will be able to assist you further. One	Disposition call as 'Agent Transfer/Department Referral" - AGTR - 03
Line 324 & 325	moment while I transfer you." b. Agent answered phone	YES "M/M ( their name ), do you have a pen handy? Just in case we get disconnected, his/her
Line 326	"Hello [insurance agent name], this is [your name] from the National Flood Insurance	contact information is ( agent phone number and address ). If we get the Agent's voice mail, do I
Line 327	Program Referral Center. I have [consumer name] on the line, [he/she] would like to speak to	have permission to leave your number for the agent to follow up with you at another time?"
Line 328	you about a flood insurance policy. We will also be sending you an email confirmation with	YES - (Leave voice mail.)
Line 329	the consumer's contact information tonight. One moment while I bring [him/her] on the	NO - Doesn't want you to leave a voice mail.

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Location of Text (e.g., Page 2, Line 3)	Current Text (e.g., Action Office: RMD)	Revised Text (e.g., Action Office: Records Management Division (RMD))
Line 330	line."	(YES or NO, say the following:)
Line 331	(Transfer Call)	"When you speak to the agent, ask them to give you details about the Preferred Risk Policy (PRP).
Line 332	"[M/M consumer name], [insurance agent name] is on the line with us. I am going to hang	You may qualify for this low cost policy. M/M ( their name ), before I transfer you to ( agent's name ),
Line 333	up now. You can also visit our website at FloodSmart.gov for more information. Thank you	I would like to provide you with the information for ( department name )."
Line 334	for calling the NFIP Referral Center."	****Program Transfer List here, so that it is down this path as well.
Line 335	(Disposition Final Agent Warm Transfer- F)	(If consumer chooses NFIP Help Center, the following language will appear:"
Line 336	c. Received Agent's voicemail	"M/M ( their name ), at this time I am not able to provide you with a number for the NFIP Help Center.
Line 337	"Hello [insurance agent name], this is [your name] from the National Flood Insurance	However, I can transfer you over to this department now. Before I do so, I want to make sure you have
Line 338	Program Referral Center. I have [consumer name] on the line, [he/she] would like to speak to	the Agent's contact information I gave you earlier."
Line 339 & 340	you about a flood insurance policy. Please call back at [customer phone number] within the next 24 hours."	YES - Proceed with transfer (Close verbiage below.) NO - Provide agent information again.
Line 341	(Return to Consumer Call)	"I will now transfer you to the ( department name ). You can also visit our website at Floodsmart.gov
Line 342	"[M/M consumer name], [insurance agent name] voicemail message came on. Please feel	to obtain additional information. If we can be of any further assistance, please feel free to call us back.
Line 343	free to try [him/her] again at your convenience. You can also visit our website at	Thank you for calling the NFIP Referral Center. One moment while I connect you."
Line 344	FloodSmart.gov for more information. Thank you for calling the NFIP Referral Center."	YES or NO, Disposition call as "Agent Transfer/ Department Referral" - AGTR - O3
Line 345 & 346	(Disposition Final Agent Referral- J) d. Line is busy/Ring 5 Times No Answer/Wrong Number/Disconnected	"One moment while I transfer you." 01 - Agent answered phone.
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Line 347 & 348	(Return to Consumer Call) "[M/M consumer name], I wasn't able to reach [insurance agent name] as [state reason]."	02 - Received Agent's voice mail. (If NO to voice mail, END CALL) 03 - Line is busy/Ring 5 Times No Answer
Line 349 & 450	Would you like me to try another agent?" - Yes: Go back to Yes Voicemail	04 - Line is busy/Wrong Number/Disconnected (Attempt to contact Second Choice Agent) 01 - Agent Answered Phone:
Line 451	- No:	"Hello ( agent's name ), this is ( your name ) from the National Flood Insurance Program Referral
Line 452	"Please feel free to try [him/her] again at your convenience. You can also visit our website at	Center. I have ( customer name ) on the line. He/she would like to speak to you about a Flood
Line 453	FloodSmart.gov for more information. Thank you for calling the NFIP Referral Center."	Insurance Policy. We will also be sending you a fax confirmation with the consumer's contact
Line 454	(Disposition Final Agent Referral- J)	information tonight. One moment while I bring him/her on the line..."
Line 455	• No, don't leave voicemail	(Transfer call.)
Line 456	e. Agent answered phone	"M/M ( their name ), ( agent's name ) is on the line with us. I am going to hang up now. You can
Line 457	"Hello [insurance agent name], this is [your name] from the National Flood Insurance	also visit our website at Floodsmart.gov to obtain additional information. Thank you for calling the
Line 458	Program Referral Center. I have [consumer name] on the line, [he/she] would like to speak to	NFIP Referral Center. Goodbye."
Line 459	you about a flood insurance policy. We will also be sending you an email confirmation with	Disposition call as "Agent Transfer/Department Referral" - AGTR - 03
Line 460 & 461	the consumer's contact information tonight. One moment while I bring [him/her] on the line."	02 - YES, Leave Voice Mail: "Hello ( agent's name ), this is ( your name ) from the National Flood Insurance Program Referral
Line 462	(Transfer Call)	Center. I have ( customer name ) on the line. He/she would like to speak to you about a Flood
Line 463	"[M/M consumer name], [insurance agent name] is on the line with us. I am going to hang	Insurance Policy. Please call back at ( customer's phone number ) within the next 24 hours."
Line 464 & 465	up now. You can also visit our website at FloodSmart.gov for more information. Thank you for calling the NFIP Referral Center."	(Return to Customer.) "M/M ( their name ), ( agent's name )'s voice mail message came on. Please feel free to try

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Line 367	(Disposition Final Agent Warm Transfer- F)	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 468	f. Received Agent's voicemail/ Line is busy/Ring 5 Times No Answer/Wrong	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 469 & 470	Number/Disconnected (Return to Consumer Call)	(OPT: Press RETURN to end call.) Disposition call as "Agent Transfer/Department Referral" - AGTR - 03
Line 471	"[M/M consumer name I wasn't able to reach [insurance agent name] as [state	02 - NO, Do Not Leave Voice Mail:
Line 472	reason]Would you like me to try another agent?	"M/M ( their name ), ( agent's name )'s voice mail message came on. Please feel free to try
Line 473	Yes: Go back to Yes Voicemail	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 474	No:	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 475	"Please feel free to try [him/her] again at your convenience. You can also visit our website at	(OPT: Press RETURN to end call.)
Line 476	Floodsmart.gov for more information. Thank you for calling the NFIP Referral Center."	Disposition call as "Agent Transfer/Department Referral" - AGTR - 03
Line 477	(Disposition Final Agent Referral- J)	03 - Line is Busy/Ring 5 Times, No Answer
Line 478	"I would be happy to provide you with the contact information for [department name]. That phone number is	"M/M ( their name ), I wasn't able to get through as ( state reason ). Please feel free to try him/her
Line 479	[department phone number]. Now in order to provide you with an agent in your area, may I have your name	again at your convenience. If you would like to find other agents in your area, you can visit our
Line 480	please?"	Website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 481	(Confirm Spelling of Name & Go to Agent Warm Transfer)	(OPT: Press RETURN to end call.)
Line 482	"In order to send you information on flood insurance and provide you with an agent in your area, may I have	Disposition call as "Agent Transfer/Department Referral" - AGTR - 03

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Location of Text (e.g., Page 2, Line 3)	Current Text (e.g., Action Office: RMD)	Revised Text (e.g., Action Office: Records Management Division (RMD))
Line 383	your name please?"	04 - Line is busy/Wrong Number/Disconnected:
Line 384	(Confirm Spelling of Name & Go to Agent Warm Transfer)	"M/M ( their name ), I was not able to reach ( agent's name ) because their number was
Line 385	"I would be happy to provide you with the contact information for [department name]. That phone number is	out of service. Just one moment and I will attempt to reach another Agent.
Line 386	[department phone number]. Now in order to send you information on flood insurance and provide you with an	(Attempt to call Second Choice Agent. If no contact:)
Line 387	agent in your area, may I have your name please?"	"M/M ( their name ), unfortunately, I was not able to reach ( agent's name ) because their
Line 388	(Confirm Spelling of Name & Go to Agent Warm Transfer)	number was also out of service. I apologize for the inconvenience.. Do you have access to the
Line 389 & 390	"In order to provide you with an agent in your area, may I have your name please?" (Confirm Spelling of Name)	Internet? 01 - YES
Line 391 & 392	"And your address please?" "And the ZIP Code?"	02 - NO YES:
Line 393	(Write this information down as you will need it later)	"You will be able to find more choices for Flood Insurance Agents in your area on our website
Line 394	"May I have your city please?"	at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 395	"May I have your area code and telephone number please?"	(OPT: Press RETURN to end call.)
Line 396	(Repeat the spelling of the name and address to ensure accuracy)	Disposition call as "Agent Transfer/Department Referral" - AGTR - 03
Line 397 & 398	"Are you a homeowner, renter, or business owner?" • Homeowner	NO: (If the caller objects or does not have Internet access, choose CG options, which will allow
Line 399	• Renter	you to start the call over without creating a new record. You can quickly go back through
Line 400 & 401	• Business owner "One moment while I locate an agent in your area."	the same script and try to attempt two new Agents. The first two wrong number/disconnects will not be tracked at this point.)
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Line 402	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy	"In order to send you flood information and provide you with an agent in your area, may I have your name, please?"
Line 403	and paste or type in the customer's address and ZIP Code to run the proximity search. Several agents' names will	(Confirm Spelling of name and Enter Sex of caller, Male or Female.)
Line 404	appear in your next screen. Give the caller the first and last name of three insurance agents, agency name, and	"And your address, please?"
Line 405	the street name they are located on (e.g., Bob Smith at State Farm on Cherry Lane) and then ask them which	"And the Zip Code for that Address?"
Line 406	agent would be their first preference and which agent would be their second preference. Write the preferred	(Write this information down as you will need it later.)
Line 407	FloodSmart Agent ID number down and the secondary FloodSmart ID number down. Then alt+tab back to this	"May I have your City, please?"
Line 408	screen and press return to enter the ID numbers.)	"May I have your Area Code and Telephone Number, please?"
Line 409	"[M/M consumer name], do you have a pen handy? I am going to give you the contact information for a few	(Repeat the spelling of the name and address to ensure accuracy.)
Line 410	agents in your area. [insurance agent name] contact information is [insurance agent phone & address].	"Are you a homeowner, renter, or business owner?"
Line 411	(Provide them with contact information for 3 agents, more only at the consumer's request)	(Enter status. If 'Other", enter comments.)
Line 412	"You can also visit our website at FloodSmart.gov for more information. If we can be of any further assistance,	"Great! I have just ordered the Flood Insurance information packet for you. Please allow up to 10 to 15 business
Line 413	please feel free to call us back. Thank you for calling the NFIP Referral Center."	days for delivery. One moment while I locate your closet agents."
Line 414	(Disposition Final Agent Referral- J)	****Program Transfer List here, so that it is down this path as well.
Line 415	"In order to provide you with an agent in your area, may I have your name please?"	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading.
Line 416	(Confirm Spelling of Name)	Copy and paste or type in the customer's address and zip code to run the proximity search. Several agents

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## FORMS ACTION REQUEST

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Line 417	"And your address please?"	will appear in your next screen. Give the caller the first and last name of three insurance agents, agency name,
Line 418	"And the ZIP Code?"	and the street name they are located on (i.e., Bob Smith at State Farm on Cherry Lane) and then ask them
Line 419	(Write this information down as you will need it later)	which agent would be their first preference and which agent would be their second preference. Write the
Line 420	"May I have your city please?"	preferred JWT Agent ID number down and the secondary JWT ID number down. Then, alth+tab back to this
Line 421	"May I have your area code and telephone number please?"	screen and press RETURN to enter the ID numbers.)
Line 422	(Repeat the spelling of the name and address to ensure accuracy)	"M/M ( their name ), I will attempt to transfer you to ( state agent's name ) now. You can also visit our website
Line 423	"Are you a homeowner, renter, or business owner?"	at Floodsmart.gov for more information about flood insurance and to find other insurance agents in your area."
Line 424 & 425	<ul style="list-style-type: none"> <li>• Homeowner</li> <li>• Renter</li> </ul>	01 - YES 02 - NO (Only select if the caller objects. Otherwise, enter YES and proceed.)
Line 426 & 427	<ul style="list-style-type: none"> <li>• Business owner</li> </ul> "One moment while I locate an agent in your area."	NO "M/M ( their name ), do you have a pen handy? ( Agent name )'s contact information is
Line 428	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy	( agent phone number and address ). When you speak to the Agent, ask them to give you details
Line 429	and paste or type in the customer's address and ZIP Code to run the proximity search. Several agents' names will	about the Preferred Risk Policy (PRP). You may qualify for this low cost policy. You can also visit
Line 430	appear in your next screen. Give the caller the first and last name of three insurance agents, agency name, and	our website at Floodsmart.gov to obtain additional information. If we can be of any further assistance,
Line 431	the street name they are located on (e.g., Bob Smith at State Farm on Cherry Lane) and then ask them which	please feel free to call us back. Thank you for calling the NFIP Referral Center. Good Bye."
Line 432	agent would be their first preference and which agent would be their second preference. Write the preferred	Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23
Line 433	FloodSmart Agent ID number down and the secondary FloodSmart ID number down. Then alt+tab back to this	YES

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Line 434	screen and press return to enter the ID numbers.)	"M/M ( their name ), do you have a pen handy? Just in case we get disconnected, his/her
Line 435	"[M/M consumer name], do you have a pen handy? I am going to give you the contact information for a few	contact information is ( agent phone number and address ). If we get the Agent's voice mail, do I
Line 436	agents in your area. [insurance agent name] contact information is [insurance agent phone & address].	have permission to leave your number for the agent to follow up with you at another time?"
Line 437	(Provide them with contact information for 3 agents, more only at the consumer's request)	YES - (Leave voice mail.)
Line 438	"Now I would be happy to provide you with the contact information for [department name]. That phone number	NO - Doesn't want you to leave a voice mail.
Line 439	is [department phone number] and I can transfer you to that department now. You can also visit our website at	(YES or NO, say the following:)
Line 440	FloodSmart.gov for more information. If we can be of any further assistance, please feel free to call us back.	"When you speak to the agent, ask them to give you details about the Preferred Risk Policy (PRP).
Line 441	Thank you for calling the NFIP Referral Center."	You may qualify for this low cost policy. M/M ( their name ), before I transfer you to ( agent's name ),
Line 442	(Disposition Final Agent Referral/Department Referral/ Transfer- K)	I would like to provide you with the information for ( department name )."
Line 443	"In order to send you flood information and provide you with an agent in your area, may I have your name	****Program Transfer List here, so that it is down this path as well.
Line 444	please?"	(If consumer chooses NFIP Help Center, the following language will appear:"
Line 445	(Confirm Spelling of Name)	"M/M ( their name ), at this time I am not able to provide you with a number for the NFIP Help Center.
Line 446	"And your address please?"	However, I can transfer you over to this department now. Before I do so, I want to make sure you have
Line 447	"And the ZIP Code?"	the Agent's contact information I gave you earlier."
Line 448 & 449	(Write this information down as you will need it later) "May I have your city please?"	YES - Proceed with transfer (Close verbiage below.) NO - Provide agent information again.

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Line 450	"May I have your area code and telephone number please?"	"I will now transfer you to the ( department name ). You can also visit our website at Floodsmart.gov
Line 451	(Repeat the spelling of the name and address to ensure accuracy)	to obtain additional information. If we can be of any further assistance, please feel free to call us back.
Line 452	"Are you a homeowner, renter, or business owner?"	Thank you for calling the NFIP Referral Center. One moment while I connect you."
Line 453	• Homeowner	YES or NO, Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23
Line 454 & 455	• Renter • Business owner	"One moment while I transfer you." 01 - Agent answered phone.
Line 456	"Great! I have just ordered the flood insurance informational brochure for you. Please allow 10 to 15 business	02 - Received Agent's voice mail. (If NO to voice mail, END CALL)
Line 457	days for delivery. And one moment while I locate an agent in your area."	03 - Line is busy/Ring 5 Times No Answer
Line 458	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy	04 - Line is busy/Wrong Number/Disconnected (Attempt to contact Second Choice Agent)
Line 459	and paste or type in the customer's address and ZIP Code to run the proximity search. Several agents' names will	01 - Agent Answered Phone:
Line 460	appear in your next screen. Give the caller the first and last name of three insurance agents, agency name, and	"Hello ( agent's name ), this is ( your name ) from the National Flood Insurance Program Referral
Line 461	the street name they are located on (e.g., Bob Smith at State Farm on Cherry Lane) and then ask them which	Center. I have ( customer name ) on the line. He/she would like to speak to you about a Flood
Line 462	agent would be their first preference and which agent would be their second preference. Write the preferred	Insurance Policy. We will also be sending you a fax confirmation with the consumer's contact
Line 463	FloodSmart Agent ID number down and the secondary FloodSmart ID number down. Then alt+tab back to this	information tonight. One moment while I bring him/her on the line..."
Line 464	screen and press return to enter the ID numbers.)	(Transfer call.)
Line 465	"[M/M consumer name], do you have a pen handy? I am going to give you the contact information for a few	"M/M ( their name ), ( agent's name ) is on the line with us. I am going to hang up now. You can

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Line 466	agents in your area. [insurance agent name] contact information is [insurance agent phone & address].	also visit our website at Floodsmart.gov to obtain additional information. Thank you for calling the
Line 467	(Provide them with contact information for 3 agents, more only at the consumer's request)	NFIP Referral Center. Goodbye."
Line 468	"You can also visit our website at FloodSmart.gov for more information. If we can be of any further assistance,	Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23
Line 469	please feel free to call us back. Thank you for calling the NFIP Referral Center."	02 - YES, Leave Voice Mail:
Line 470	(Disposition Final Agent Referral/Send Brochure- L)	"Hello ( agent's name ), this is ( your name ) from the National Flood Insurance Program Referral
Line 471	"In order to send you flood information and provide you with an agent in your area, may I have your name	Center. I have ( customer name ) on the line. He/she would like to speak to you about a Flood
Line 472 & 473	please?" (Confirm Spelling of Name)	Insurance Policy. Please call back at ( customer's phone number ) within the next 24 hours." (Return to Customer.)
Line 474	"And your address please?"	"M/M ( their name ), ( agent's name )'s voice mail message came on. Please feel free to try
Line 475	"And the ZIP Code?"	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 476	(Write this information down as you will need it later)	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 477 & 478	"May I have your city please?" "May I have your area code and telephone number please?"	(OPT: Press RETURN to end call.) Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23
Line 479 & 480	(Repeat the spelling of the name and address to ensure accuracy) "Are you a homeowner, renter, or business owner?"	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
Line 481	• Homeowner	him/her again at your convenience. You can also visit our Website at Floodsmart.gov to obtain
Line 482	• Renter	additional information. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 483	• Business owner	(OPT: Press RETURN to end call.)

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Line 484	"Great! I have just ordered the flood insurance informational brochure for you. Please allow 10 to15 business	Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23
Line 485	days for delivery. One moment while I locate an agent in your area."	03 - Line is Busy/Ring 5 Times, No Answer
Line 486	(OPT: alt+tab to the HMSS Browser and click on the Insurance Agent Search link under the FEMA heading. Copy	"M/M ( their name ), I wasn't able to get through as ( state reason ). Please feel free to try him/her
Line 487	and paste or type in the customer's address and ZIP Code to run the proximity search. Several agents' names will	again at your convenience. If you would like to find other agents in your area, you can visit our
Line 488	appear in your next screen. Give the caller the first and last name of three insurance agents, agency name, and	Website at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 489	the street name they are located on (e.g., Bob Smith at State Farm on Cherry Lane) and then ask them which	(OPT: Press RETURN to end call.)
Line 490	agent would be their first preference and which agent would be their second preference. Write the preferred	Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23
Line 491	FloodSmart Agent ID number down and the secondary FloodSmart ID number down. Then alt+tab back to this	04 - Line is busy/Wrong Number/Disconnected:
Line 492	screen and press return to enter the ID numbers.)	"M/M ( their name ), I was not able to reach ( agent's name ) because his/her number was
Line 493	"[M/M consumer name], do you have a pen handy? I am going to give you the contact information for a few	out of service. Just one moment and I will attempt to reach another Agent.
Line 494	agents in your area. [insurance agent name] contact information is [insurance agent phone & address].	(Attempt to call Second Choice Agent. If no contact:)
Line 495	(Provide them with contact information for 3 agents, more only at the consumer's request)	"M/M ( their name ), unfortunately, I was not able to reach ( agent's name ) because their
Line 496	"Now I would be happy to provide you with the contact information for [department name]. That phone number	number was also out of service. I apologize for the inconvenience.. Do you have access to the
Line 497	is [department phone number] and I can transfer you to that department now. You can also visit our website at	Internet?
Line 498	FloodSmart.gov for more information. If we can be of any further assistance, please feel free to call us back.	01 - YES

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Line 499 & 500	Thank you for calling the NFIP Referral Center." (Disposition Final Agent Referral/Department Referral/ Transfer/Send Brochure- M)	02 - NO YES:
Line 501	"In order to send you flood information, may I have your name please?"	"You will be able to find more choices for Flood Insurance Agents in your area on our website
Line 502	(Confirm Spelling of Name)	at Floodsmart.gov. Thank you for calling the NFIP Referral Center today! Goodbye."
Line 503 & 504	"And your address please?" "And the ZIP Code?"	(OPT: Press RETURN to end call.) Disposition call as "Agent Referral/Send Info/Dept. Referral" - AGTR - 23
Line 505 & 506	(Write this information down as you will need it later) "May I have your city please?"	NO: (If the caller objects or does not have Internet access, choose CG options, which will allow
Line 507	"May I have your area code and telephone number please?"	you to start the call over without creating a new record. You can quickly go back through
Line 508	(Repeat the spelling of the name and address to ensure accuracy)	the same script and try to attempt two new Agents. The first two wrong number/disconnects
Line 509	"Are you a homeowner, renter, or business owner?"	will not be tracked at this point.)
Line 510	• Homeowner	These questions are asked of the CSR at the end of each call.
Line 511	• Renter	OPT: Did the customer need literature in Spanish or English?
Line 512	• Business owner	01 - English
Line 513	"Great! I have just ordered the flood insurance informational brochure for you. Please allow 10 to 15 business	02 - Spanish
Line 514	days for delivery. You can also visit our website at FloodSmart.gov for more information. Feel free to call us back	OPT: Was use of the language line necessary to complete this call?
Line 515	if you would like information on insurance agents in your area as well. Thank you for calling the NFIP Referral	01 - YES
Line 516 & 517	Center." (Disposition Final Send Brochure- N)	02 - NO (CALL ENDS) YES - Please identify which language was spoken during this call.

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Line 518 & 519	"Thank you for calling the NFIP Referral Center. You can also visit our website at FloodSmart.gov for more information about your flood risk and flood insurance.	01 - Spanish 02 - German
Line 520 & 521	(Disposition Final Consumer Inquiry- P) "Please give me one moment while I look up that number, and I will be happy to transfer you."	03 - Dutch 04 - Russian
Line 522 & 523	"NFIP Direct" Servicing Agent (DSA) Underwriting DRTA 3112 1-800-638-6620 Policy Status for all DSA policies	05 - Chinese 06 - Japanese
Line 524-526	Servicing questions Applications/quotes Cancellations	07 - Arabic 08 - French 09 - Swedish
Line 527	Endorsements	01 - If caller would like to give zip for Insurance Agent contact only. The caller will be given an Insurance Agent referral
Line 528	Renewals, rollovers, rewrites	and offered a warm transfer. No information will be sent:
Line 529	Payments	CONTINUE to Agent Referral Only (Warm Transfer) - AGNT - 01
Line 530	Flood processing system assistance	02 - If caller would like flood information sent and the Insurance Agent's contact information; a warm transfer to the agent
Line 531 & 532	Basic NFIP questions Rating assistance	will also be offered. CONTINUE to Agent Referral/Send Info (Warm Transfer) - AGSI - 02
Line 533	SFIP, PRP, RCABP, submit for rates	03 = If call is calling in to be transferred to a FEMA Department, but would also like to give zip for Insurance Agent
Line 534	Repetitive loss and severe repetitive loss	contact information. Agent contact information is given and caller is then transferred to appropriate Department.
Line 535 & 536	Rollovers into the DSA Depopulation back to the WYOs	Information may or may not be sent. CONTINUE to Agent Transfer/Department Referral - AGTR - 03
Line 537 & 538	Effective date rules Agent services	OR Agent Referral (Warm Transfer)/Send Info/Department Referral - AGTR - 23
Line 539 & 540	Enrollment, transfer/sale of business, commissions, system access Mandatory purchase guidelines	04 = If caller would only like flood information sent. No Agent referral is given. CONTINUE to Send Info Only - SI - 04
Line 541	Group Flood Insurance Policy (3-year, reduced cost insurance program)	05 = If caller is calling in to be transferred to a FEMA Department, but would also like flood information sent. Flood

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Line 542	PRP extension	packet is sent out and caller is then transferred to appropriate Department. No Agent referral is given.
Line 543	Evidence of insurance	CONTINUE to Send Info/Department Transfer - SITR - 05
Line 544	Complaint handling/escalation	06 = Caller asking for certain FEMA Department. A warm transfer to department is offered.
Line 545	Underwriting disputes/appeals	CONTINUE to Transfer to Department (Close) - TRN - 06
Line 546	"NFIP Direct" Servicing Agent (DSA) Claims DRTA 3113 1-800-767-4341	07 = If the caller just has questions only or inquiries. CSR's will use comment box to note why the caller is calling.
Line 547	Claims/flooding events	CONTINUE to Questions/Inquiry Non-Packet Close - INQ - 07
Line 548	Take loss notices	08, 09, 10, 11 = All other calls: Hang Up, Prank, Wrong #, Test Call should be dispositioned accordingly.
Line 549	Advise of claim status	CONTINUE TO OTH - 08, 09, 10, 11
Line 550	Give out adjuster information	12, 13, 14 = If caller is an Insurance Agent looking to add, change or delete their information or to be provided with
Line 551	ICC (Increased Cost of Compliance) information	the TFN for the Account Specialists to add, change or delete their information at a later date.
Line 552	Complaint handling/escalation	CONTINUE to Insurance Agent Callers - OTH - 12, 13, 14
Line 553	3. "NFIP Help Center" Call Center	1. NFIP Direct Servicing Agent/Customer Service 1-800-638-6620
Line 554 & 555	General information toll-free DRTA 3120 1-800-427-4661 Basic NFIP inquiries and general NFIP information	Answers questions from agents and policyholders who have policies written by independent agents who represent the NFIP Direct.
Line 556 & 557	Policy/claims/flooding event support to DSA Obtaining a loss history	2. NFIP Direct Servicing Agent/Claims 1-800-767-4341 3. NFIP Telephone Center 1-800-427-4661
Line 558 & 559	Questions related to the PRP Eligibility Extension FIRA mailing toll-free (no transfer give caller #) 1-866-395-7496	Answers general flood insurance and claims questions for WYO Companies. <a href="http://www.fema.gov/business/nfip">www.fema.gov/business/nfip</a>

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Line 560 & 561	Responds to inquiries on the FIRA packet mailings, including corrections of loss history information	4. NFIP HELP Center 1-866-395-7496 Handle referrals from FEMA Regional Headquarters staff, Department of Insurance,
Line 562 & 563	4. WYO Inquiries – Questions involving WYO companies Refer insured to their flood insurance agent	NFIP State Coordination Offices, from policyholders who have underwriting and/or claims complaints/ concerns with their Write Your Own (WYO) carrier.
Line 564	Refer to WYO company- see associate WYO vender POC list	Respond to questions regarding Loss History Reports and acknowledgement
Line 565	5. FEMA Map Information Exchange (FMIX) DRTA 3114 1-877-336-2627	letters, etc. being distributed as a result of FIRA 2004.
Line 566	General NFIP and flood hazard mapping information	Respond to agent questions about basic information on how to access the training
Line 567 & 568	Description, history, and purpose of program Program roles and responsibilities	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:
Line 569 & 570	How to read a flood map How to read an FIS (Flood Insurance Study)	Schadwick@nfipstat.com 5. Map Service Center/FEMA Map Store 1-800-358-9616
Line 571	Zone definition	Basic mapping information research (e.g., map panel, effective date, community number.
Line 572 & 573	Use of FEMA mapping resources Community information and contacts	To view and order flood maps and flood Insurance Manuals <a href="http://msc.fema.gov">http://msc.fema.gov</a>
Line 574 & 575	For the flood zone they're in, refer them to their city officials Letters of map change (LOMAs, LOMR-Fs, LOMRs)	6. FEMA Map Assistance Center (FMAC) Map Specialist 1-877-336-2627 For all mitigation issues (LOMA's, LOMR's, LOMC's)
Line 576	Purpose and process	For information about removing a property from the floodplain.
Line 577 & 578	Mandatory flood insurance purchase requirement Application and submittal process (distribution by mail or email)	For the flood zone they are in, do not transfer them to the FMAC. Refer them directly to their city officials.
Line 579 & 580	Status of active cases Explanation of determination documents	7. Elevation Certificate If callers are looking for elevation certificate (needed for high risk policies), refer
Line 581 & 582	eLOMA process and procedures Restudy/remapping information	them to a local engineer, architect, land surveyor, community files or contact previous owner.
Line 583	Purpose and process	Elevation Certificate <a href="http://www.fema.gov/business/nfip/elvinst/shtm">www.fema.gov/business/nfip/elvinst/shtm</a>

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Line 584 & 585	Status of restudies (list of current studies across U.S. available) Appeals and comments period assistance	1-800-480-2520 for a copy of the new form. 8. Disaster Assistance (Give number, no transfer) 1-800-621-3362
Line 586 & 587	Community adoption Map Service Center	To apply for disaster assistance To check status of disaster assistance claim
Line 588 & 589	Product orders Account creation/password reset	If they mention it is not a nationally declared disaster, direct them to contact local government
Line 590 & 591	Website guidance Website address: msc.fema.gov	9. Language Line Service 1-800-523-1786 Language interpreting assistance (FEMA code needed)
Line 592	Technical information	10. FEMA Public Affairs Liaison (Eugene "Butch" Kinerney) 1-202-646-3228
Line 593 & 594	Elevation certificate support Coastal, levees, mapping/GIS, Hazus, hydrology & hydraulics, technical	Media calls from radio, TV stations, newspapers, magazines, reporters, editors, etc. looking for information on FEMA, NFIP or floods
Line 595 & 596	bulletins Floodplain management regulations and ordinance administration	11. FEMA Lender Compliance Officer (Lena Thompson) 1-703-605-0568 Calls from lenders/banks regarding NFIP policies
Line 597 & 598	Flood hazard mitigation techniques Development in floodplain	Lending requirements 12. FEMA Distribution Facility 1-800-480-2520
Line 599	Gateway to subject matter expert support	FEMA publications, forms, public awareness materials
Line 600	NOTE: FMIX does NOT provide flood zone determinations and property look-ups by phone, email, or chat. To	Copies of the new 2007 elevation certificate
Line 601 & 602	receive an official determination, a LODR, LOMA/ LOMR-F application must be filed. 6. Elevation Certificate	IMPORTANT INTERNET ADDRESSES: www.fema.gov
Line 603	If callers are looking for an existing elevation certificate (needed for high-risk policies), refer	www.fema.gov/business/nfip
Line 604 & 605	them to their local planning and zoning or building permit departments, the previous insurance agent or previous owner.	http://msc.fema.gov www.floodsmart.gov
Line 606	If callers are looking for a blank elevation certificate, refer them to the FEMA Distribution Facility	www.agents.floodsmart.gov
Line 607	or FMIX	

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Line 608 & 609	If callers need a certificate completed, refer them to a licensed land surveyor, architect, or engineer.	
Line 610 & 611	If the elevation certificate has been updated, for a copy of the latest form refer them to: <a href="http://www.fema.gov/library/viewRecord.do?id=1383">www.fema.gov/library/viewRecord.do?id=1383</a>	
Line 612 & 613	If they do not have access to the Web, transfer them to the Distribution Center for a copy of the new form. (DRTA 3115 1-800-480-2520)	
Line 614 & 615	7. Local Planning and Zoning office If callers are looking for an existing elevation certificate (needed for high-risk policies), refer	
Line 616 & 617	them to their local planning and zoning or building permit departments, the previous insurance agent or previous owner.	
Line 618 & 619	If callers are looking for a current copy of the flood maps to determine what flood zone they are in	
Line 620 & 621	8. Disaster Assistance (no transfer give caller #) 1-800-621-3362 To apply for disaster assistance	
Line 622 & 623	To check status of disaster assistance claim If they mention it is not a nationally declared disaster, direct them to contact	
Line 624 & 625	local government Website address: <a href="http://www.fema.gov">www.fema.gov</a>	
Line 626 & 627	9. FEMA Distribution Facility DRTA 3115 1-800-480-2520 FEMA publications, forms, public awareness materials	
Line 628 & 629	Copies of the new elevation certificate 10. FloodSmart Media Inquiries	
Line 630 & 631	All media questions from sales reps about placing ads for FloodSmart including print, TV, online for FEMA, NFIP, or FloodSmart:	
Line 632-634	Mary Jo Vrem (no transfer, give caller #) Call: 1-202-212-4724 Email: <a href="mailto:maryjo.vrem@dhs.gov">maryjo.vrem@dhs.gov</a>	
Line 635	11. FEMA Public Affairs Liaison DRTA 3116 1-202-646-3272	
Line 636	Media calls from radio, TV stations, newspapers, magazines, reporters, editors,	
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Line 637 & 638	etc., looking for information about FEMA, NFIP or flood: Email: fema-news-desk@dhs.gov	
Line 639-641	12. FEMA Lender Compliance Lender compliance questions/complaints Calls from lenders/banks regarding NFIP policies	
Line 642 & 643	Lending requirements Refer caller to regulatory authority. Caller may have to search to find	
Line 644 & 645	their lender's regulatory authority information 13. FEMA Insurance Adjuster Inquiries	
Line 646 & 467	For those interested in becoming an insurance adjuster for FEMA Gloria Williams-Bland at OST	
Line 468 & 469	Email: gwilliams-bland@ostglobal.com 14. NFIP/Flood Insurance Training for Agents	
Line 470 & 471	This is for agents who want to know how they can become flood trained (NFIP online self-study courses are no longer available):	
Line 472 & 473	For the latest information about NFIP "face-to-face" and webinar training opportunities, refer to the workshop schedules posted on the website:	
Line 474-476	<a href="http://www.fema.gov/business/nfip/wshops.shtm">www.fema.gov/business/nfip/wshops.shtm</a> For NFIP training-related questions: call: 1-888-318-5112	
Line 477 & 478	Email: nfiptraininginfo@h2opartnersusa.com 15. FloodSmart Referral and Co-Op Programs	
Line 479 & 480	This is for agents who have general questions and/or issues regarding either program	
Line 481-483	Call: 703-539-6621 Fax: 703-891-9866 Email: support@nfipfloodsmart.com	
Line 484 & 485	Email for co-op reimbursement inquiries: <a href="mailto:reimbursements@nfipfloodsmart.com">reimbursements@nfipfloodsmart.com</a> 16. Flood Insurance Training for Agents	
Line 486 & 487	This is for agents who have completed training and want and need to submit proof for their Agents.Floodsmart.gov profiles	
Line 488 & 489	Agents can submit their proof of training by (takes 10 to 15 business days): NFIP FloodSmart	
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Line 690-692	P. O. Box 4128 Oakton, VA 22124 Call: 703-539-6620	
Line 63 & 694	Fax: 703-891-9866 Email: certificates@nfipfloodsmart.com	
Line 695 & 696	Website: Agents may upload their certificate directly in their Agent Profile under the Upload Training Documentation section of their profile.	
Line 699 & 700	NOTE: If they have already submitted their training, inform them that it may take 10 to 15 business days to be registered in the system.	
Line 701-703	17. Irate Callers That Cannot Be Appeased Judy Marvel Bruton Email: judy.marvel@dhs.gov	
Line 704 & 705	18. Language Line Service      DRTA 3118 1-877-245-0386 Code needed for language line = 536210	
Line 706-708	Language interpreting assistance Important Internet addresses: Consumer website: FloodSmart.gov	
Line 709-711	Agent website: Agents.FloodSmart.gov NFIP website: FEMA.gov/business/NFIP FEMA website: FEMA.gov	
Line 712	Map Store website: msc.fema.gov	
Line 713	"I will now transfer you to the [name of department]. In case we get disconnected, I would like to give you the	
Line 714	telephone number. Do you have a pen handy? The number is [phone number]. You can also visit our website at	
Line 715	FloodSmart.gov for more information. If we can be of any further assistance, please feel free to call us back.	
Line 716 & 717	Thank you for calling the NFIP Referral Center. One moment while I connect you." (Disposition Final Department Referral/Transfer- O)	
Line 718	"You will need to speak with the insurance company directly. Please give me one moment while I look up that number"	
Line 719	"The number for [name of insurance company] is [phone number]. You can also visit our website at	
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Line 720	Floodsmart.gov to for more information about your flood risk and flood insurance. If we can be of any further	
Line 721	assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center."	
Line 722	(Disposition Final Department Referral/Transfer- O)	
Line 723	3. Complaint and/or Remove from Mailing List	
Line 724 & 725	"[M/M consumer name] I will be happy to take care of that for you. I need to get some information from you to do that."	
Line 726-728	"When did you receive this piece?" (Note the date (MM/DD/YYYY) in your comments) "Please describe the piece."	
Line 729-731	(Note comments "May I have your name please?" (Note consumer name	
Line 732 & 733	"May I have your mailing address?" (Note consumer mailing address	
Line 734	(Enter any additional notes that should be reported to the client)	
Line 735 & 736	"If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center."	
Line 737 & 738	(Disposition Final Removed From Mailer/Complaint- Q) 4. Agent Inquiry	
Line 739	4.1 Any requests for help writing a policy, details on a policy, transferring a policy, processing a claim, etc.	
Line 740 & 741	"Who do you currently write your flood insurance policies through?" Caller is with a WYO	
Line 742	1. "Unfortunately I do not have this information; you will need to speak with the insurance	
Line 743 & 744	company directly. Please give me one moment while I look up that number" (Go to WYO Department list)	
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Line 745 & 746	(Disposition Final Department Referral- O) Caller writes directly with the NFIP (State Farm, Travelers)	
Line 747 & 748	2. "Let me transfer you to NFIP Direct. In case we get disconnected, the direct number is 1-800-638-6620."	
Line 749 & 750	(Disposition Department Transfer- O) 4.2 I would like to sign up to sell flood insurance	
Line 751 & 752	"Are you planning to write through the National Flood Insurance Program or a WYO company?" NFIP:	
Line 753 & 754	1. "Let me transfer you to NFIP Direct. In case we get disconnected, the direct number is 1-800-638-6620."	
Line 755 & 756	(Disposition Department Transfer- O) WYO:	
Line 757 & 758	1. "You will need to contact your company to ask about how to sell flood insurance." (Disposition Agent Inquiry- R)	
Line 759	4.3 I would like to sign up for the Agent Referral Program (or if they say FloodSmart)	
Line 760 & 761	"Sure, let me transfer you to our Agent Specialist. In case, we get disconnected, that direct number is 1-888-786-7693."	
Line 762 & 763	(Disposition Final Agent Specialist Inquiry- S) 4.4 If you are not able to address their question, transfer to Agent Specialist	
Line 764	• "I will transfer you to an Agent Specialist to help you with that now. In case we get disconnected, the	
Line 765	direct number is 888-786-7693. You can also visit our agent website at Agents.FloodSmart.gov for	
Line 766 & 767	general flood insurance information. Thank you for calling the NFIP Referral Center. I will transfer you now."	
Line 768 & 769	(Disposition Final Agent Specialist Inquiry- S) 4.5 After Hours: If you are not able to address their question, transfer to Agent Specialist	
Line 770	"An Agent Specialist will need to help you with your request. Their operating hours are Monday through	
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Line 771	Friday from 9 a.m. to 6:30 p.m. Eastern Time. The direct phone number is 1-888-786-7693. Would you	
Line 772	like to try to contact the Agent Specialist yourself, or would you like me to have the specialist call you	
Line 773 & 774	during business hours?" 1. Yes, contact them on their own	
Line 775 & 776	"If we can be of any further assistance, please feel free to call us back. Thank you for calling the NFIP Referral Center."	
Line 777 & 778	(Disposition Final Agent Specialist Inquiry- S) 2. Wants agent specialist to contact them	
Line 779-781	"May I have your name?" (Note Agent Name) "May I have your telephone number?"	
Line 782 & 783	Note Agent phone number) "What is the best time to reach you, morning or afternoon?"	
Line 784 & 785	(Note morning or afternoon) "Please expect a call within the next 24 business hours. Thank you for calling the	
Line 786 & 787	NFIP Referral Center." (Disposition Final Agent Specialist Inquiry- S)	
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