



# Ask the Flood Insurance Advocate a Question

Indicates required fields

Do not enter Sensitive Personal Identifiable Information (PII) such as SSN, DOB or driver's license number. Refer to the [FEMA Privacy Policy \(/web/20190702233424/https://www.fema.gov/privacy-policy\)](https://www.fema.gov/privacy-policy).

**ATTENTION:** It is the intent of the Office of the Flood Insurance Advocate (OFIA) to respond to your inquiries within two (2) business days. Replies from the OFIA will be addressed as: noreply@salesforce.com **On Behalf Of** "Office of the Flood Insurance Advocate". If you do not find a reply from the OFIA in your inbox within two (2) business days, please check your spam or junk folders for a reply and respond accordingly. Attachments cannot be transmitted initially when using this web form. If necessary, attachments may be provided with future communication.

**First Name \***

**Last Name \***

**Email Address \***

**Confirm Email Address \***

**How did you hear of Advocate's Office? \***

Please select source of advocate Knowledge

**Contact Role \***





Select a role. If applicable, select up to two (2) roles by holding down the Ctrl key on your keyboard.

**State \***

**Zip Code \***

**Subject \***

**Question/Comment \***

Add your phone number to your Question/Comment, if desired.

**CAPTCHA**

This question is for testing whether you are a human visitor and to prevent automated spam submissions.

**The word "rooster" ends with what letter: R, T, P, or F? \***

- Contact Role
- Policyholder / Property Owner
- Congressional Office
- FEMA / FIMA Leadership
- FEMA HQ Staff
- FEMA Regional Staff
- State / Local Community Official
- Insurance Agent
- Real Estate Agent
- Lender
- NFIP Insurer
- Other



## Privacy Act Statement/e(3) Notice Guidance and Template

The Privacy Act of 1974, 5 U.S.C. 552a, provides protection to individuals by ensuring that personal information collected by federal agencies is limited to that which is legally authorized and necessary and is maintained in a manner which precludes unwarranted intrusions upon individual privacy.

Pursuant to 5 U.S.C. §552a(e)(3), agencies are required to provide what is commonly referred to as a “Privacy Act Statement” to all persons asked to provide personal information about themselves, which will go into a system of records (i.e., the information will be stored and retrieved using the individual’s name or other personal identifier such as a Social Security number).

### *Submission Process*

All Privacy Act Statements must be reviewed and approved by the DHS Privacy Office. Components may request a delegation to review and approve their own Privacy Act Statements. Components must still submit approved Privacy Act Statements to the DHS Privacy Office for reporting purposes.

Please submit Privacy Act Statements to the Privacy Office for review and approval at [pia@hq.dhs.gov](mailto:pia@hq.dhs.gov).

### *Drafting a Privacy Act Statement*

Privacy Act Statements should be written in Plain English, while still adhering to the requirements of 5 U.S.C. §552a (e)(3). When drafting a Privacy Act Statement for review by the Privacy Office, include the following elements:

- **Authority:** The legal authority for collecting the information – statute, executive order, regulation.
- **Purpose:** The purpose(s) for collecting the information and how DHS will use it.
- **Routine Uses:** To whom DHS may disclose the information outside of the Department and for what purposes.
- **Disclosure: *Mandatory or Voluntary:*** Whether providing the information is mandatory or voluntary. DHS can only make collection mandatory when a Federal statute, executive order, regulation, or other lawful order specifically imposes a duty on the person to provide the information; and the person is subject to a specific penalty for failing to



provide the requested information. The effects, if any, of not providing the information – for example the loss or denial of a privilege, benefit, or entitlement sought as a consequence of not furnishing the requested information.

### *Privacy Act Statement versus a Privacy Notice*

Privacy Act Statements should only be used for information collections that will be stored in a Privacy Act System of Records. To include a “Privacy Act Statement” on an information collection that is not covered by the Privacy Act is misleading.

However, any time information is collected from a form, DHS encourages a Privacy Notice that describes the same requirements above, in a less formal format.

### *Collection of SSNs*

If the program or form collects Social Security numbers, specific notice regarding the collection, use, and authorization of Social Security Numbers must be incorporated into the Privacy Act Statement. This is addressed by adding a sentence to the Privacy Act Statement regarding the collection of the SSN.

DHS cannot deny a legal right, benefit, or privilege if individuals refuse to provide their SSN unless the law requires disclosure or, for systems operated before 1 January 1975, a law or regulation adopted prior to that date required disclosure in order to verify the identity of the individual.

Before requesting a Social Security number (SSN), *even if it will not go into a system of records*, the agency must provide notice to the individual which includes:

- The law or authority for collecting the SSN.
- How DHS will use the SSN.
- Whether disclosure is mandatory or voluntary.



## **FEMA Privacy Act Statement**

### **Ask the Flood Insurance Advocate a Question Form Privacy Act Statement**

Pursuant to 5 U.S.C. § 552a(e)(3), this Privacy Act Statement serves to inform you of why FEMA is requesting the information on this form.

The information provided by those seeking the assistance from the Office of the Flood Insurance Advocate (OFIA) assists the OFIA in answering their question and providing guidance the customer is seeking. Providing any information to OFIA is voluntary and is used to assist property owners and policyholders and to answer questions related to the NFIP.

#### **AUTHORITY:**

FEMA is authorized to collect the information requested on this form pursuant to the following legal authorities: Under 42 U.S.C. 4033, the FEMA Administrator shall designate a Flood Insurance Advocate to advocate for the fair treatment of policyholders under the National Flood Insurance Program (NFIP) and property owners in the mapping of flood hazards, the identification of risks from flood, and the implementation of measures to minimize the risk of flood. The NFIP is authorized under 42 U.S.C. 4011 et seq.

A System of Record Notice is found at DHS/FEMA-003 National Flood Insurance Program Files May 19, 2014 79 FR 28747. DHS/FEMA collects and maintains records and information regarding applicants, policyholders, prospective policyholders, insurance agents, and other individuals associated with NFIP. DHS/FEMA needs the information in order to properly administer the NFIP. The NFIP collects and maintains records of individuals that seek NFIP policies and/or rate quotes, apply for an NFIP policy, make NFIP insurance claims, appeal flood insurance claim decisions, and are involved in NFIP administration or marketing efforts.

#### **PURPOSE:**

The purpose of this information collection is to solicit inquiries and gather contact information that will allow FEMA's Office of Flood Insurance Advocate (OFIA) to promptly and timely respond to from National Flood Insurance Program policy holders have been impacted by disasters and Covid-19.

#### **ROUTINE USES:**

The OFIA does not intend to disclose any customer personal information outside of DHS. DHS may need to disclose the information outside of the Department which will be consistent with [DHS/FEMA-003 National Flood Insurance Program Files](#) May 19, 2014 79 FR 28747. The Department's full list of system of records notices can be found on the Department's website at <http://www.dhs.gov/system-records-notices-sorns>.



**Homeland  
Security**

*FEMA Privacy Office*  
Privacy Act Statement/e(3) Notice

**CONSEQUENCES OF FAILURE TO PROVIDE INFORMATION:**

Providing this information to FEMA is voluntary. However, failure to provide this information may result in OFIA being unable to respond to an inquiry.