



FEMA Privacy Act Statement

OFIA Ask the Advocate Webform 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.

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.

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. Should DHS need to disclose the information outside of the Department, it will be consistent with the routine uses provided in [DHS/FEMA-003 National Flood Insurance Program Files](#). 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>.

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. Individuals who do not provide this information may contact FEMA Mapping and Insurance eXchange (FMIX) center at 1 (877) 336-2627, by email via FEMA-FMIX@fema.dhs.gov. Additional information is accessible at <https://www.fema.gov/flood-insurance>.