A Federal agency may not conduct or sponsor an information collection subject to the requirements of the Paperwork Reduction Act unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 1601-0029 (expires 12/31/2026). Without this approval, we could not conduct this survey. Public reporting for this information collection is estimated to be approximately 2 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are

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| **Question** |
| **Before the examination.** \* (Please indicate Yes or No for the following statements) |
| Did your adjuster identify themselves as representatives of the NFIP Direct and  provide you with identification? |
| Did your adjuster provide you with the opportunity to ask questions? \* |
| Did your adjuster show you a copy of the SFIP policy and provide you with relevant  brochures?" |
| **During the examination.\*** (Please indicate Yes or No for the following statements) |
| Was the adjuster knowledgeable in explaining available coverage to you under the  SFIP? |
| Did you provide the adjuster with a copy of your contractor's itemized estimate? |
| Did the adjuster provide you with a copy of the detailed flood estimate to review? |
| Did the adjuster explain to you the recommendation of payment to be made on your  behalf to your flood insurance carrier? |
| Did the adjuster explain to you covered versus non-covered or excluded items of  property in the SFIP and discuss pricing? |
| Were you satisfied that the examination of your damage was thorough? |
| Was the adjuster able to assess damages with the you room by room? |
| Did your adjuster conduct a walkthrough of the property with you to address all areas  of the flood damage? |
| **After the examination.** \* (Please indicate Yes or No for the following statements) |
| Did you have to reach out to the adjuster afterwards with additional concerns about  hidden, omitted, or missed damage? |
| Was the adjuster responsive to you until your claim could be concluded? |
| Did the adjuster explain the process for an additional claim payment? |
| Did the adjuster have to reach out to your contractor to discuss any areas of concern? |
| Did the adjuster explain to you SFIP filing deadlines that apply to your claim? |
| **HISP Questions \*** |
| Based on my experience filing a NFIP claim, I trust that FEMA is working in the best interest of flood disaster survivors. \* |
| What about this interaction made the difference? (Select all that apply\*) |
| If you have any ideas on how your NFIP claims experience could be improved, please share them here. (Open text box) |

voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to Kelli Johnson, [kelli.johnson@fema.dhs.gov](mailto:kelli.johnson@fema.dhs.gov)