Post Hurricane Hanna reminder to spread the word about making flood insurance claims, permitting, and substantial improvement (SI) / substantial damage (SD)

Citizens may need to make a flood insurance claim. Be ready to help direct them to the right place. Remember all development in the special flood hazard area requires a local permit. Additionally, enforcing SI and SD are part of your local ordinance or order. Use these resources to help you do your job.

Encourage citizens to make a call to start their flood insurance claims

1. To make a claim, call your insurance agent. Not sure who your agent or carrier is? **Call the NFIP at 877-336-2627** for assistance.

2. If you have a Group Flood Insurance Policy (GFIP), a three-year flood insurance certificate from a previous FEMA flood disaster, call the NFIP Direct to make a claim at 800-638-6620.

3. If your flood insurance policy just expired, call your agent. Due to COVID-19, FEMA did extend the normal 30-day grace period to 120 days for policies that expired between