



# FEMA

U.S. Department of Homeland Security  
Federal Emergency Management Agency  
Intergovernmental Affairs Division  
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## Intergovernmental Affairs Advisory

**Last Day to Submit Hurricane Sandy Claims for Review is 60 days away**

July 17, 2015

The Federal Emergency Management Agency (FEMA) is reminding National Flood Insurance Program (NFIP) policyholders, who filed a claim as a result of Hurricane Sandy, that they have 60 days to **register** to have their claim files reviewed if they believe their claims were underpaid. FEMA set a **Sept. 15, 2015** as the last day for policyholders to register.

FEMA is committed to ensuring every NFIP policyholder who filed a claim as a result of Hurricane Sandy receives every dollar they are due under their policy. The NFIP established a process for Hurricane Sandy survivors to have their claims reviewed. Where warranted, additional payments will be made to those policyholders.

FEMA sent letters to approximately 142,000 NFIP policyholders who filed claims resulting from Hurricane Sandy, offering them an opportunity to have their files reviewed. To date, more than 8,900 policyholders have joined the process.

Establishing this review is just one step in the plan to ensure that the NFIP is survivor-centric and helps policyholders recover from flooding in a fair, transparent, and expeditious way. The Sandy claims review process is intended to be simple, navigable by the policyholder and does not require paid legal assistance. Additionally, there are several nonprofit service providers ready to offer free advice and answer questions policyholders may have. A list of these advocacy groups can be found on the claims review website at [www.fema.gov/sandyclaims](http://www.fema.gov/sandyclaims)

To be eligible for the review, policyholders must have experienced flood damage between Oct. 27, 2012 and Nov. 6, 2012 as a result of Hurricane Sandy. Policyholders can call the NFIP's Hurricane Sandy claims center at **1-866-337-4262** to request a review.

Alternately, policyholders can go online to [www.fema.gov/hurricane-sandy-nfip-claims](http://www.fema.gov/hurricane-sandy-nfip-claims) to download a form requesting a review. The downloaded form may be filled out and emailed to [FEMA-sandyclaimsreview@fema.dhs.gov](mailto:FEMA-sandyclaimsreview@fema.dhs.gov) to start the review process.

For individuals who are deaf, hard of hearing, or have a speech disability using 711 or VRS, please call 866-337-4262. For individuals using a TTY, please call 800-462-7585 to begin the review process. Before contacting the claim center, policyholders are asked to have their flood insurance carrier name and policy number at hand.

FEMA will request the policyholder's claim file from their insurance company and forward it to the NFIP review office within two business days. Files will be assigned to a highly skilled, NFIP-certified adjuster who will serve as a caseworker for the insured. The entire process should take less than 90 days. Caseworkers will contact policyholders to guide them through the review process.

Policyholders who have already registered for the Hurricane Sandy claims review do not need to take any additional action and can expect to be contacted by their caseworker.

If you have questions, please contact FEMA's Intergovernmental Affairs Division at (202) 646-3444 or at [FEMA-IGA@fema.dhs.gov](mailto:FEMA-IGA@fema.dhs.gov).

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