



NATIONAL FLOOD INSURANCE PROGRAM

Bureau and Statistical Agent

W-03041

MEMORANDUM TO: Write Your Own (WYO) Principal Coordinators and the NFIP Servicing Agent

FROM: Joyce A. King
Claims & Underwriting Director
NFIP Bureau and Statistical Agent

DATE: August 4, 2003

SUBJECT: Adjuster Certification

REF: W-02055, Adjuster Certification, dated August 12, 2002

This memo is intended to clarify alternative methods by which Write Your Own (WYO) Companies and/or Independent Adjusting (IA) Firms can meet the experience and training requirements for NFIP Certification of independent adjusters.

The current requirement to become an NFIP Certified Adjuster is 4 years of property adjusting experience and attendance at an NFIP Claims Workshop. Training and experience alternatives agreed upon at a May 21, 2002, planning meeting (referenced in WYO Company Bulletin W-02055) are as follows:

- **Training:** FEMA allowed the substitution of FEMA pre-approved training conducted by the WYO Companies and IA Firms for attendance at a NFIP Claims Workshop. Attendance Rosters, individual Certificates of Attendance, or Letters must be submitted to the NFIP Bureau and Statistical Agent for documentation. Dates and locations of scheduled training must be submitted three weeks in advance for possible monitoring by FEMA or the NFIP Bureau and Statistical Agent.
- **Experience:** FEMA allowed the WYO Companies and IA Firms to certify to the NFIP Bureau and Statistical Agent that independent adjusters without the required experience could work under the close supervision of a seasoned flood adjuster until the company decides those persons are capable of adjusting claims on their own. The company must then notify the NFIP Bureau and Statistical Agent in writing of its decision. This notification must (1) detail the training and development that the adjuster has completed and (2) note the flood claims the adjuster has worked, by policy number and date of loss.

If you have any questions, please contact Mr. Joe Buzzelli, NFIP Claims Manager, at (301) 918-1415.

cc: Vendors, IBHS, and Government Technical Representative
Required Routing: Claims and Underwriting

7700 HUBBLE DRIVE • LANHAM, MD 20706 • (301) 731-5300

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