

NATIONAL FLOOD INSURANCE PROGRAM

# SUMMARY OF COVERAGE



FEMA







## CONGRATULATIONS!

Purchasing flood insurance is a great way to protect the life you've built. FEMA and its National Flood Insurance Program (NFIP) have prepared this document to help you understand your Standard Flood Insurance Policy (SFIP). Maintaining coverage is the most important step you can take to protect against the cost of flood damage.

This Summary of Coverage includes information about your policy's declaration page, items covered under your flood insurance policy, and details about the claims process. Please keep in mind, this document is a summary of your coverage and not your official contract of insurance. Any differences between the following information and your policy will be resolved in favor of your policy. If you have questions, call your insurance company or agent.

## ABOUT YOUR COVERAGE

Your **SFIP** is part of your official contract of insurance, it includes:

- a. The SFIP form, found at [FloodSmart.gov/SFIP](https://www.floodsmart.gov/SFIP),
- b. The declaration page, and
- c. Any endorsement(s) that may be issued.

Please refer to your SFIP for more information. You can also find a glossary of terms and acronyms at [FEMA.gov](https://www.fema.gov).

## WHAT IS INCLUDED IN MY DECLARATION PAGE?

The insurance company that issued your flood insurance policy will provide you with a declaration page which is a part of your annual policy contract. The declaration page is usually the first page and is an outline of your flood insurance policy that provides the information you'll need at the time of a loss.

Each year when you receive this packet, please make sure to confirm that your policy information is accurate and up to date. Contact your insurance company or agent if any changes are required.

### Your declaration page provides some or all of the following information:

- Your policy number
- Policy term
- Billing details
  - Premium
  - Who pays the premium
  - A description of fees and surcharges
  - Any discounts for which you qualify
- Insurance company and agent contact information
  - Address
  - Phone number
- Insured property information
  - Name of participating community (town, city, etc.) and designated community number
  - Building occupancy type and description
- Property address and description
- Whether it is the policyholder's primary residence
- Prior NFIP claims
- Policyholder information
  - Name of policyholder
  - Mailing address
  - Loss payees—those eligible for payment under the policy
  - Lender information (if applicable)
- Coverage information
  - Policy effective and expiration date
  - Amount of coverage purchased
    - May include totals for building and contents depending on coverage purchased
    - Deductible amounts for buildings and contents

## HOW DOES THE NFIP DEFINE A FLOOD?

Your NFIP flood insurance policy covers direct physical losses, damage, or loss caused by a flood. In simple terms, a flood is an excess of water on land that normally is dry. The official definition used by the NFIP is “A general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or of two or more properties (at least one of which is your property) from:

- Overflow of inland or tidal waters;
- Unusual and rapid accumulation or runoff of surface waters from any source;
- Mudflow\*; or
- Collapse or subsidence of land along the shore of a lake or similar body of water as a result of erosion or undermining caused by waves or currents of water exceeding anticipated cyclical levels that result in a flood as defined above.”

*\*Mudflow is defined as “A river of liquid and flowing mud on the surfaces of normally dry land areas, as when earth is carried by a current of water. Other earth movements such as landslide, slope failure, or a saturated soil mass moving by liquidity down a slope, are not mudflows.”*

For example, water damage to your home from a river that overflowed into nearby streets and into your yard would be a direct result of flooding. Please keep in mind, any damage would need to be adjusted by your flood insurance carrier before a coverage determination could be made.

# WHAT DOES MY FLOOD INSURANCE COVER?

The following provides a general overview of items covered by your flood insurance policy; it is not a comprehensive list. Review your policy for complete coverage and exclusion information.



## What's covered

- The insured building and its foundation
- The electrical systems
- Central air-conditioning equipment, furnaces, and water heaters
- Refrigerators, cooking stoves, and built-in appliances such as dishwashers
- Permanently installed carpeting over an unfinished floor
- Permanently installed paneling, wallboard, bookcases, and cabinets
- Window blinds
- Debris removal

## IF CONTENTS COVERAGE HAS BEEN PURCHASED

Contents coverage can be purchased separately from building coverage.

## What's covered

- Personal belongings such as clothing, furniture, and electronic equipment
- Curtains
- Portable and window air conditioners
- Portable microwave ovens and portable dishwashers
- Carpeting not included in building coverage
- Clothes washers and dryers
- Food freezers and the food in them
- Certain valuable items such as artwork, furs, and jewelry (up to \$2,500)



## WHAT IS NOT COVERED BY MY FLOOD INSURANCE?

Your policy lists specific coverage exclusions and limitations. Please refer to your policy for the complete list.

### Examples of uncovered or excluded losses:

- Damage caused by moisture, mildew, or mold that could have been avoided by the property owner
- Additional living expenses such as temporary housing
- Most self-propelled vehicles such as cars, including their parts
- Property and belongings outside of a building such as trees, plants, shrubs, wells, septic systems, walks, decks, patios, fences, seawalls, hot tubs, and swimming pools
- Financial losses caused by business interruption or loss of use of insured property
- Any damage caused by water flow beneath the earth's surface (review the exclusions section in your flood insurance policy for specific information on damage caused by seepage or drain or sewer backup)
- The cost of complying with any ordinance of law requiring or regulating the construction, demolition, remodeling, renovation, or repair of property, including removal of any resulting debris

### COVERAGE TIP

There may be limited coverage available for items like couches, computers, and televisions located in a basement. Refer to your flood insurance policy for a detailed list of items covered in that area, and speak to your insurance company or agent for more information.



# AFTER A FLOOD

Anywhere it can rain, it can flood. After experiencing a flood, you should report your loss immediately to your insurance company or agent.

## PREPARING TO START A CLAIM

Report your loss immediately to your insurance company or agent or to the carrier's claims office and ask them about an advance payment. Then, prepare for your flood insurance adjuster visit.



### Step 1

Compile invoices from appliance repairs with appliance serial numbers included.



### Step 2

Obtain and provide receipts to verify repairs that were made following any prior flood loss.



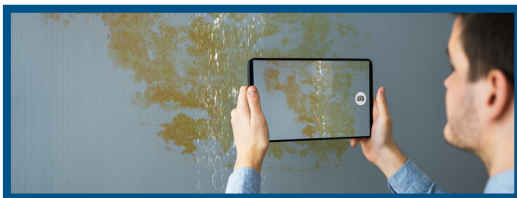
### Step 3

Separate damaged and undamaged property.



### Step 4

Make a list of all damaged belongings if you have contents coverage.



### Step 5

Take pictures or videos of damaged property before removing from the location.



## HOW FLOOD DAMAGE IS PAID

Replacement Cost Value (RCV) is the cost to rebuild a structure using same kind of material and construction without a deduction for depreciation. Actual Cash Value (ACV) is the cost to replace insured property less the value of physical depreciation.

If you make a claim and your building coverage is within 80% of the replacement cost of your home, and your home is your principal residence, your claim will be settled based on replacement cost (up to the amount of coverage you purchased). Claims for personal property (contents coverage) are always paid based on ACV. It is important to keep this in mind when determining the amount of coverage to purchase. Talk to your insurance agent about RCV and ACV.

## MITIGATE FUTURE LOSSES

Most NFIP policies include Increased Cost of Compliance (ICC) coverage, which applies when flood damage is severe. If your community declares your home “substantially damaged” or a “repetitive loss property,” you will be required to bring your home up to current community standards. If your damaged building qualifies for ICC coverage, you could receive up to \$30,000 to cover the cost to elevate, demolish, or relocate your home. Please refer to Coverage D of your policy and discuss with your insurance agent for further details.



## ADDITIONAL GUIDANCE AND CONTACT INFORMATION

To find a flood insurance provider, use our online tool at [FloodSmart.gov/flood-insurance/providers](https://FloodSmart.gov/flood-insurance/providers).

Visit our Flood Insurance Advocate page at [fema.gov/flood-insurance/advocate](https://fema.gov/flood-insurance/advocate) to learn more about fair treatment of policyholders and property owners.

At [floodmaps.fema.gov/fhm/fmx\\_main.html](https://floodmaps.fema.gov/fhm/fmx_main.html), we have Customer Care Center specialists to help you with questions about flood mapping and insurance. You can contact FEMA Mapping and Insurance eXchange (FMIX) directly at [FEMA-FMIX@fema.dhs.gov](mailto:FEMA-FMIX@fema.dhs.gov) or by calling **(877) 336-2627**.



FEMA



Congress created the National Flood Insurance Program (NFIP) in 1968 to reduce future flood damage through floodplain management, and to provide people with flood insurance through individual agents and insurance companies. The Federal Emergency Management Agency (FEMA) manages the NFIP. As required by Congress, this document was prepared by the NFIP to help flood insurance policyholders understand their policy.

For more information about NFIP flood insurance, contact your insurer or agent, or call **(800) 621-3362**.

If you are deaf, hard of hearing, or have a speech disability and use relay services, call **711** from your TTY.

