

How to Prepare for Hurricane Season

For Real Estate Professionals | June 2021

AREA WITH REDUCED FLOOD RISK DUE TO LEVEE
Zone X



FEMA



LDI Louisiana
Department of
Insurance



Louisiana Department of Insurance

Ron Henderson, Deputy Commissioner

Division of Consumer Advocacy, Diversity & SHIP



LDI

Louisiana
Department of
Insurance

- ❑ Property & Liability
- ❑ Exclusions and Endorsements
- ❑ Types of Deductibles
- ❑ Actual Cash Value vs. Replacement cost
- ❑ Declaration Page

Read and Understand Your Policy

Declarations Page

- After the Storm
 - File a claim and mitigate
 - Adjuster, Insurance Company and insured timelines
 - State of emergency extensions
 - How long will it take my insurance claim to be resolved?
 - Claim denials and differences in estimates



National Association of Insurance Commissioners (NAIC)

- The NAIC Home Inventory App features the ability to:
 - group belongings by category
 - scan barcodes for accuracy
 - upload and export photos with ease
 - find disaster preparation advice
 - review information about filing insurance claims

Learn about the importance of the home inventory resources available to you.



The NAIC Home Inventory App can be accessed from the [App Store](#) and [Google Play](#).

Federal Emergency Management Agency National Flood Insurance Program

Gilbert Giron

Regional Flood Insurance Liaison



FEMA



Disaster assistance is not the same as flood insurance.



Without flood insurance most residents have to pay out of pocket or take out loans to repair and replace damaged items. Federal assistance is not always available and is not enough to get you back to your pre-disaster condition.

Get the amount of flood coverage you can afford, now.



Ask your insurance agent to quote you different levels of flood insurance coverage. Don't wait: 30 day waiting period.

Renters can get flood insurance too.



Get contents coverage to be able to replace your belongings.



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Flood Insurance Basics

Additional NFIP Flood Insurance Information

- Make sure your other insurance policies (homeowner's, renter's or wind/hurricane policy) covers damage from wind and wind-driven rain.
- NFIP standard flood insurance policies for have the [Increased Cost of Compliance](#) (ICC) benefit, which can mean up to \$30,000 to mitigate your flood-damaged home, in a special flood hazard area, if you are required by your community to make
- NFIP Rating Changes, [Risk Rating 2.0-Equity in Action](#) will affect new policies beginning October 1, 2021. Existing policyholders eligible for renewal will be able to take advantage of immediate decreases in their premiums. All remaining policies renewing on or after April 1, 2022, will be subject to the new rating methodology.



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Flood Loss Avoidance

NFIP flood policies will cover up to \$1,000 to protect policyholders' insured property, and up to \$1,000 to move their insured property away from a flood or imminent danger of a flood. The insured property must be located in a community where:

- A general condition of flooding in the area exists; or
- An official has issued an evacuation order or other civil order for the community requiring measures to preserve life and property from flooding.



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Limiting Flood Damage to Your Home

Your National Flood Insurance Program policy will cover and reimburse certain actions you take to minimize damage to your home and belongings before a flood. You may be eligible for reimbursement up to \$1,000 for materials to protect the property and up to \$1,000 to move insured property away from an imminent flood. Keep all of your receipts and share them with your insurance company to support your flood loss avoidance claim. You do not have to pay a deductible for flood loss avoidance claims.

ELIGIBLE EXPENSES

SAND BAGS



WATER PUMPS



BUILDING TEMPORARY LEVEES



MOVING AND STORAGE EXPENSES



LUMBER & PLASTIC SHEETING



LABOR



STARTING A CLAIM

Contact your flood insurance agent or insurance company. Here's what you'll need:

YOUR POLICY NUMBER



RECEIPTS



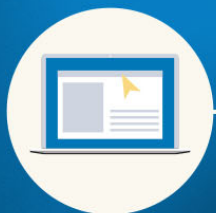
RECORD OF TIME SPENT WORKING



For more information on flood loss avoidance, visit [FloodSmart.gov](https://www.floodsmart.gov).



May 2020

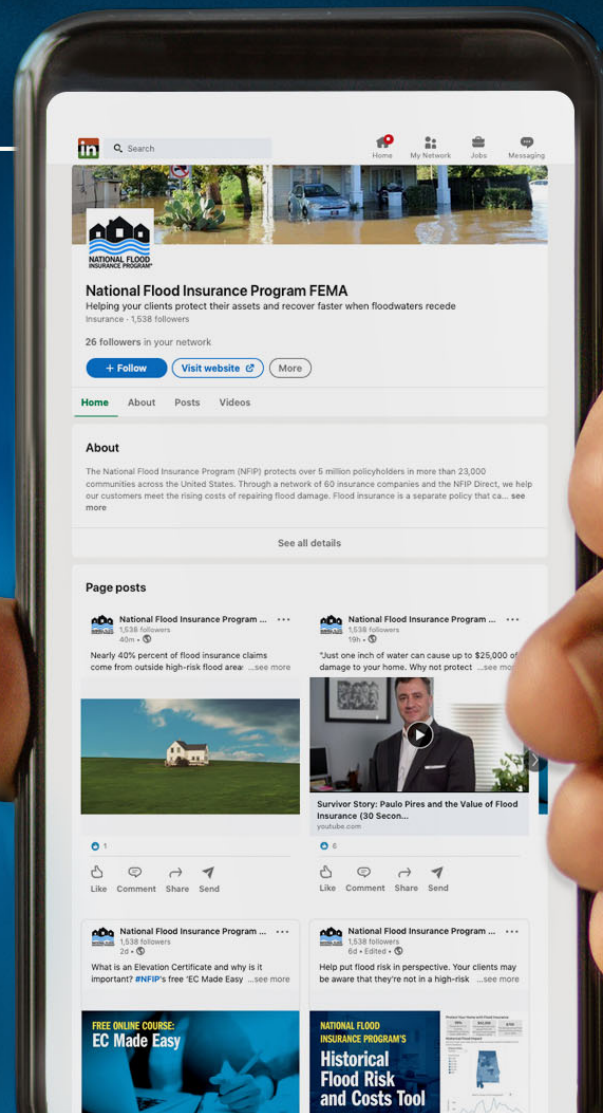


Connect with the National Flood Insurance Program

- Brochure: [A Real Estate Agent's Guide to Discussing Flood Insurance](#)
- Use this [Printable Door Hanger](#) to spread awareness of flood risks
- Help your clients [know their risk](#) and calculate the [Cost of Flooding](#)
- Learn the steps to [Prepare for a Flood](#)
- Visit [FloodSmart.gov](#) for more information and resources, and follow **NFIP** on [LinkedIn](#)



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Louisiana Office of Community Development

Ed Sutherland

Compliance Manager



Declarations Page

- Provides a high-level synopsis
- To include all pertinent insurance declarations.

Copies of all applicable Policies

- *Homeowners, Renters, Hazard, Flood*
- Should establish chronology of coverage—including effective date and policy term date(s).
- Should show coverage for contents if intended to establish occupancy.

Statement of Loss from Insurance Carrier

- Clearly stated settlement amount, minus deductible(s) or applicable depreciation

Check Stub from final Insurance Payout

Homeowner Eligibility Documents → Insurance

Tax Assessor's Office

- Annual Statement from TA may be able to establish 0/0
- Owner of Record: current vs. at the time of event
- Homestead Exemption

Ownership Considerations

- Title Search
- Succession
- Applicant on Owned Land' / "Family Land"
- POA or otherwise agency

Supplemental Occupancy

- Utilities (Electric, gas, water, trash, sewage, phone, cable, etc.)
- Photocopy / PDF of Current Driver's License
- Voter Registration

Inside vs. Outside of the Floodplain

*Homeowner
Eligibility Docs →
Ownership /
Occupancy*

Potential Sources of DOB

- FEMA IA ➡ Damage Assessment (Affected, Minor, Major, Destroyed)
- FEMA NFIP ➡ NEMIS Data
- SBA

Parish & Municipality Contact Information

Additional Information

- Office of Community Development
 - <https://www.doa.la.gov/doa/oed/>
- OCD Local Government Assistance
 - <https://www.doa.la.gov/doa/oed-lga/>
- Informational Resources
 - <https://www.doa.la.gov/doa/oed/resources/>
- HUD Exchange
 - <https://www.hudexchange.info>

Potential Duplication of Benefits (DOB) and Additional Resources

Fannie Mae

Sidra Goldwater

Advisor, Disaster Recovery & Rebuilding
Chief Administrative Office



Offers holistic case management to Fannie Mae homeowners and renters at no cost, including:

- HUD-approved counselors and a call center model
- Case assessment and action plan
- Help with FEMA, insurance, SBA claims, and more
- Tri-party calls with assistance providers
- Self-advocacy and ongoing check-ins
- Online portal, tools, resources



Disaster Response Network™

Operated by Clearpoint Credit Counseling Solutions

How can a homeowner contact the Disaster Response Network™?

- Clearpoint's operators will look up the homeowner's or renter's loan to see if it is Fannie Mae-owned
- They will connect callers to the Disaster Response Network or other available resources

Disaster-affected homeowners should
call 877-833-1746



Disaster Response Network™

Operated by Clearpoint Credit
Counseling Solutions

www.KnowYourOptions.com

The screenshot shows the Fannie Mae Know Your Options website. The header is dark blue with the Fannie Mae logo and the text "Know Your Options". A search bar is on the right, with links for "Loan Lookup", "Accessibility", "Translation Disclaimer", and a "Translate" button. Below the header is a navigation bar with links: "Rent", "Buy", "Sell", "Refinance", "Mortgage Relief", "Get Help", "Resources", "En Español", and "About Us". A red banner below the navigation bar reads: "Facing financial impacts from COVID-19? We're here to help [homeowners](#) and [renters](#)." The main content area features a large image of a smiling woman wearing a headset, with the text "Disaster Recovery Help for Homeowners and Renters" overlaid. A "Give Feedback" button is on the right side of the image. At the bottom left, there is a breadcrumb trail: "Home > [Get Help](#) > Disaster Recovery Help for Homeowners and Renters". A chat icon is visible in the bottom right corner.

How to Prepare for Hurricane Season—Insurance Focused

Louisiana Governor's Office of Homeland Security and Emergency Preparedness

Genea Lathers

Recovery and Resiliency Branch Manager



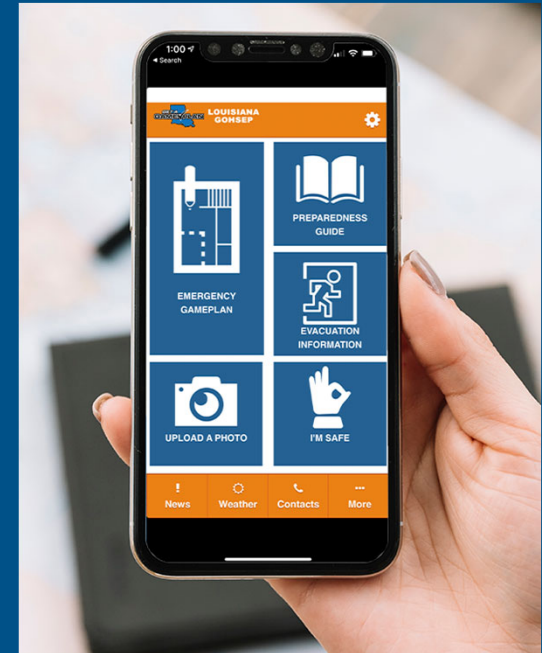
Get a Game Plan

The LA Get A Game Plan App is the official emergency preparedness mobile app provided by the Louisiana Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP). Real-time notifications are sent directly to the device from GOHSEP to provide the most up-to-the-minute information for residents.

- Access emergency information on the go
- Get prepared prior to an emergency happening.
- Prepare customized emergency plans
- Review the LA Emergency Preparedness Guide
- Get up-to-date information about evacuations
- Notify family/friends you are safe



- <https://www.getagameplan.org/>



Important Need to Partner

- Vulnerable populations
- Effects on the uninsured
- Partnering with real estate professionals



1 in 3 people
do not have
any money
saved for an
emergency.

Professional Insurance Agents of Louisiana

Danielle Wagner, CISR, CPIA
PIA Board Member



- Agent Chat: Before, During, and After Disasters.
- What if you still have existing damage from recent storms?
- What can the Professional Insurance Agents (PIA) of LA do for you?



What is important to review with your insurance agent?

- Where is the policy or policies? If you do not have a hard copy, check your email. Retrieve & save all policies & important documents to a flash drive or hard drive.
- Review coverage with your agent. What is your deductible? Who is the company? Have you added to or renovated your home, office, or investment properties? Increase coverage to accommodate. Did you have any new purchases of contents?
- REPAIR, REMOVE, SECURE: Any damaged wood, siding, windows, etc. repair or secure before any approaching weather.
- Remove outdoor objects & unsecured items & potential windborne debris during weather events.



Agent Chat: Before the Storm

- Be safe
- PLAN ahead
- Stay inside
- Protect yourself & then help others.



Agent Chat: During the Storm

- Take photos of everything
- Do not throw away anything.
- Prevent additional damage as best as possible.
- Contact your agent or Company to file claim.
- Remember to document conversations, contact #'s, names of adjusting personnel.



Agent Chat: After the Storm

- **Make every effort to have your home repaired**

If you are unable to have repairs completed, document your attempts to have the work done. This might be an estimate and timeframe for completing the work from a contractor. It could be a list of several contractors who you contacted but were unable to accept the job.

- **Protect your home from further damage.**

If repairs cannot be completed, take the necessary steps to prevent additional damage.

A tarp on your roof is one example of how to protect your home from further damage. Document your attempts to prevent further damage.

- **Don't make a hurried decision to hire a contractor**

Avoid scams. Do your due diligence to make sure the person you hire to complete the work on your home is reputable. Scammers prey on desperate homeowners.



EXISTING DAMAGE and Anticipating More?

- Contact PIA if you are searching for a Professional Insurance Agent and a list of members in your area will be shared with you.
- An agent who invests time & energy in their association shows they care about staying informed, educated, and involved in the issues that affect their customers.



Professional Insurance Agents (PIA) of LA Citizen Resources

<http://www.piaoflouisiana.com/disasterreliefcenter.php>

Thank you. Any questions?

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