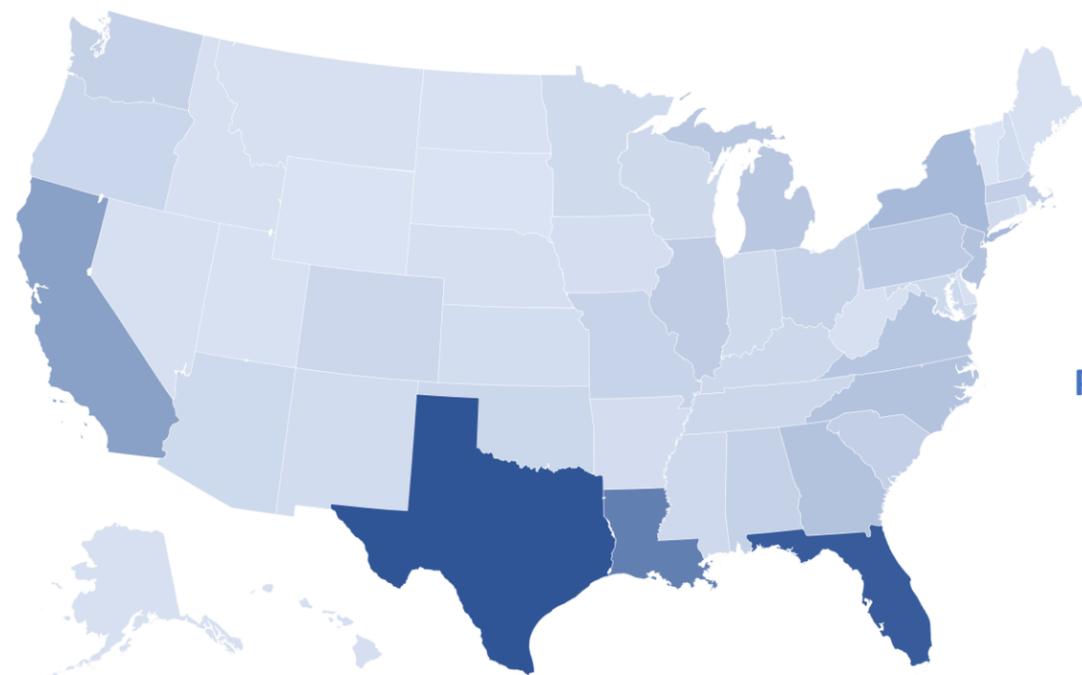


# FEMA Mapping and Insurance eXchange



Inquiries  
341  
2  
PR 18

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## INQUIRIES & TRENDS



**2,681** total inquiries handled

Answered calls in an **average** of **12** seconds



Supported **93.6%** of customers this month in **45** seconds or less



Handled calls in an **average** of **5:14**

## CUSTOMER SPOTLIGHT



A property owner from St. Clair County, IL viewed the current flood map for a home they want to purchase and noted it was in Zone AE. The customer asked if flood insurance was available. After confirming the community participates in the NFIP, we explained NFIP flood insurance is available regardless of zone. We reviewed how to obtain a quote from a WYO agent and discussed generally how a policy is rated.

The property owner also had concerns about substantial improvement rules to ensure the structure was built in compliance. We referred them to local community officials to discuss the home's compliance and to verify whether any higher construction standards apply.

The customer was very pleased with the information shared with them, offering kudos to the specialist for maintaining patience, genuine interest throughout the conversation, and being personable and professional during the interaction.



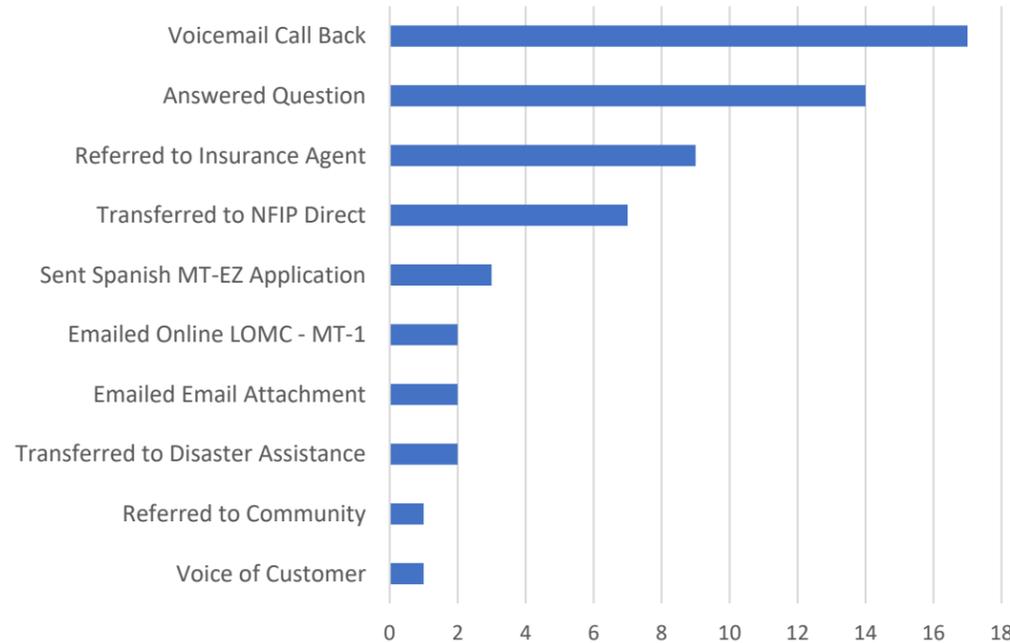
**This call covered flood insurance and floodplain management topics.**

## HOT TOPIC

A Spanish-speaking policyholder from Liberty County, TX, stated they received a letter from the NFIP in the mail. They shared that they did not fully understand the information in the letter. One of our Spanish-speaking specialists verified it was a letter referencing the NFIP Direct Servicing Agent.

After further research, we confirmed an active group policy is in force. The customer received Disaster Assistance (DA) in the past, so we explained procedures for assigning group policies following the receipt of DA. We described that flood insurance coverage is required for structures in high-risk zones where DA is received for flood-related damage. The customer asked how to purchase a policy after the group policy, so we explained the process of obtaining an NFIP policy through a WYO company.

### Spanish Inquiries



## WEEKLY SNAPSHOT

Dec. 7 – Dec. 11, 2020