



FEMA

September 7, 2017
DR-4332-TX

Advisory

Clarification of Insurance Processing for Texas

Q. Does FEMA require those without flood insurance coverage to get a formal denial from their homeowner's insurance company before being eligible for FEMA assistance?

FEMA provides Individual and Households Program (IHP) Assistance to applicants for their uninsured or underinsured disaster-caused expenses and serious needs. FEMA assistance cannot compensate for all losses caused by a disaster; it is intended to meet basic needs and supplement disaster recovery efforts.

At the time of registration, applicants are required to inform FEMA of all insurance (e.g. flood, homeowners, vehicle, mobile home, medical, burial, etc.) coverage that may be available to them to meet their disaster-caused needs. Generally, insured applicants must provide documentation that identifies their insurance settlements or benefits before FEMA will consider their eligibility for categories of assistance that may be covered by private insurance.

For FEMA-4332-DR-Texas, which began August 23, 2017, and continues:

All individuals and families who sustained home damage are encouraged to apply for FEMA assistance at www.disasterassistance.gov.

If your home damages were primarily caused by flooding, and you have no flood insurance, FEMA will send a Home Inspector to verify your damages.

- If the FEMA home inspection determines the home is uninhabitable and you have relocated or will relocate, FEMA will pay any eligible damages caused by the flood.

If your home damages were primarily caused by flooding, and you have flood insurance, FEMA will send a Home Inspector to verify your damages.

- If the FEMA home inspection determines the home is uninhabitable and you have relocated or will relocate:
 - FEMA may pay rental assistance so that you can live elsewhere while repairs are made to your home.
- Also file a claim with your flood insurance company, who will send an adjuster (different from the FEMA Home Inspector) out to assess damages:

- FEMA will not pay for home damage or contents damaged by flood or sewer back-up (SBU) until FEMA receives a settlement or denial from the flood insurance company, provided by the applicant.

If your home damages were primarily caused by wind, and you have homeowners/renters insurance, FEMA will NOT send a Home Inspector to verify your damages.

- File a claim with your homeowner's insurance company.
- If your insurance claim is denied, please send that denial notice to FEMA:
 - FEMA will pay for items that are not insured or are uninsurable by homeowners/renter's insurance; e.g., wells and septic systems.
 - FEMA will not pay for structural damage or contents damaged by perils covered by homeowners insurance, unless denied by homeowners insurance.
 - FEMA will not pay for rental assistance if any non-flooding damages were noted during the inspection, unless the insurance information includes a denial for additional living expenses (ALE), FEMA may pay for rental assistance.
 - You must provide a homeowner's insurance settlement or denial.

If your home damages were caused by a combination of wind and flooding, and you have homeowner's/renter's insurance, FEMA will send a Home Inspector to verify your damages.

- File a claim with your homeowner's insurance.
- If the FEMA home inspection determines the home is uninhabitable and you have relocated or will relocate:
 - FEMA will pay any eligible damages caused by flood.
 - FEMA will not pay for home damage or contents damaged by perils covered by homeowner's insurance, unless denied by homeowner's insurance.
 - FEMA will not pay for rental assistance if any non-flooding damages were noted during the inspection, unless the insurance information includes a denial for ALE, FEMA may pay for rental assistance.
 - You must provide a homeowner's insurance settlement or denial.

In all cases, FEMA will compare any insurance coverage or settlement to the losses identified by FEMA at inspection to determine eligibility. FEMA is prohibited from assisting with insured losses or duplicating benefits provided by your insurance company.