

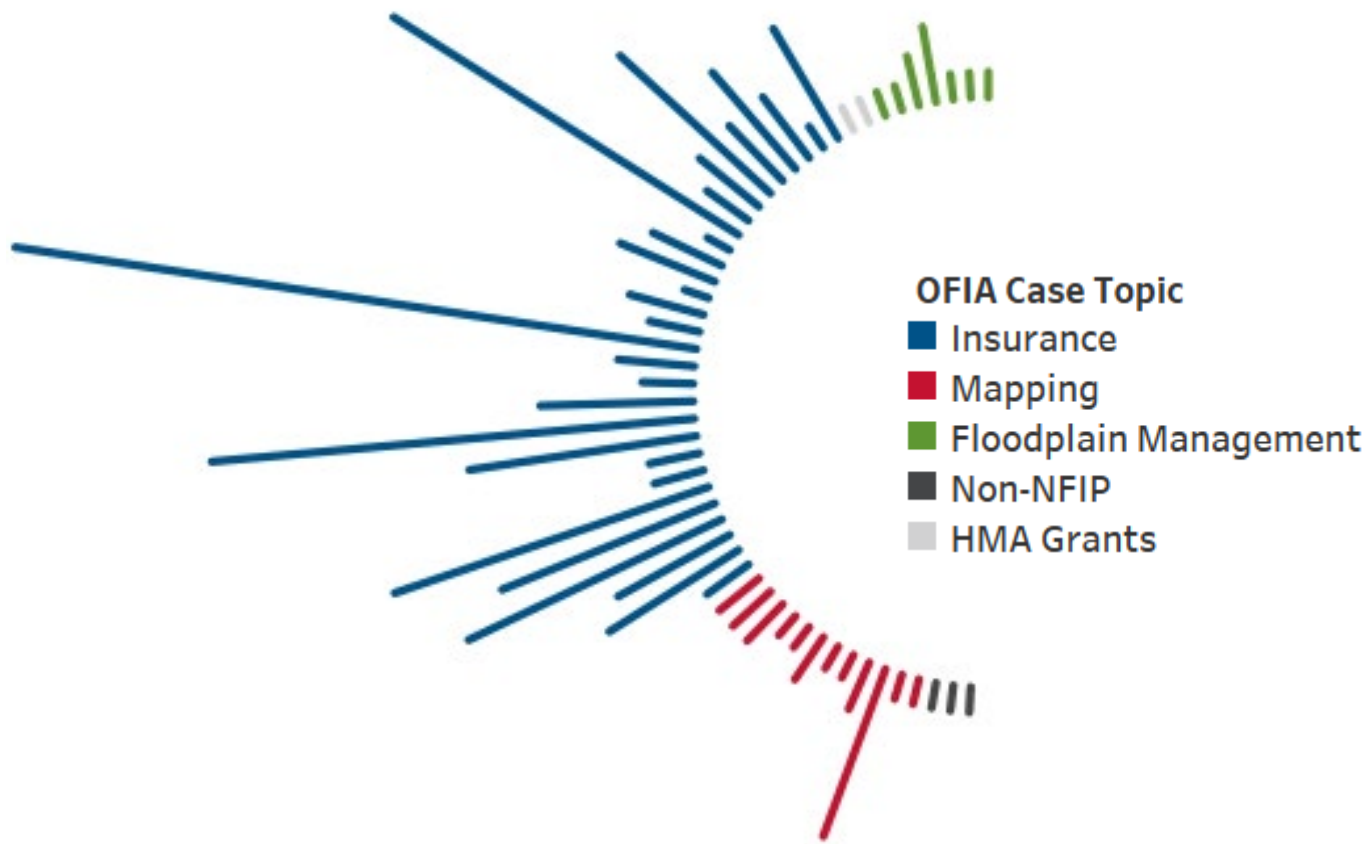
The Office of the Flood Insurance Advocate

Reducing complexity with compassion and fairness

Periodic Report

July – September 2021

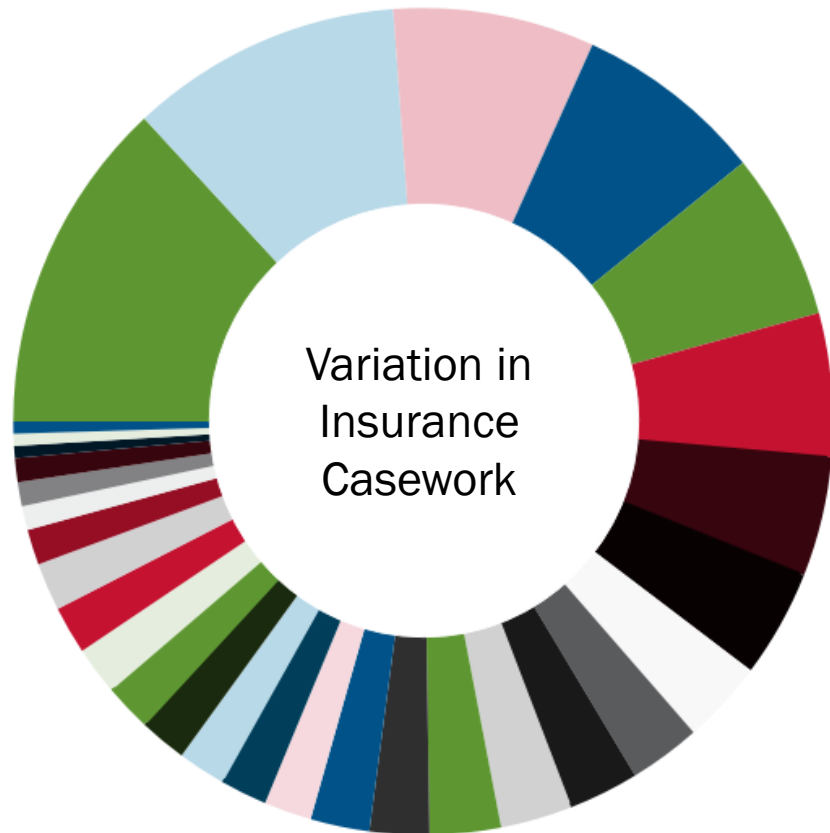
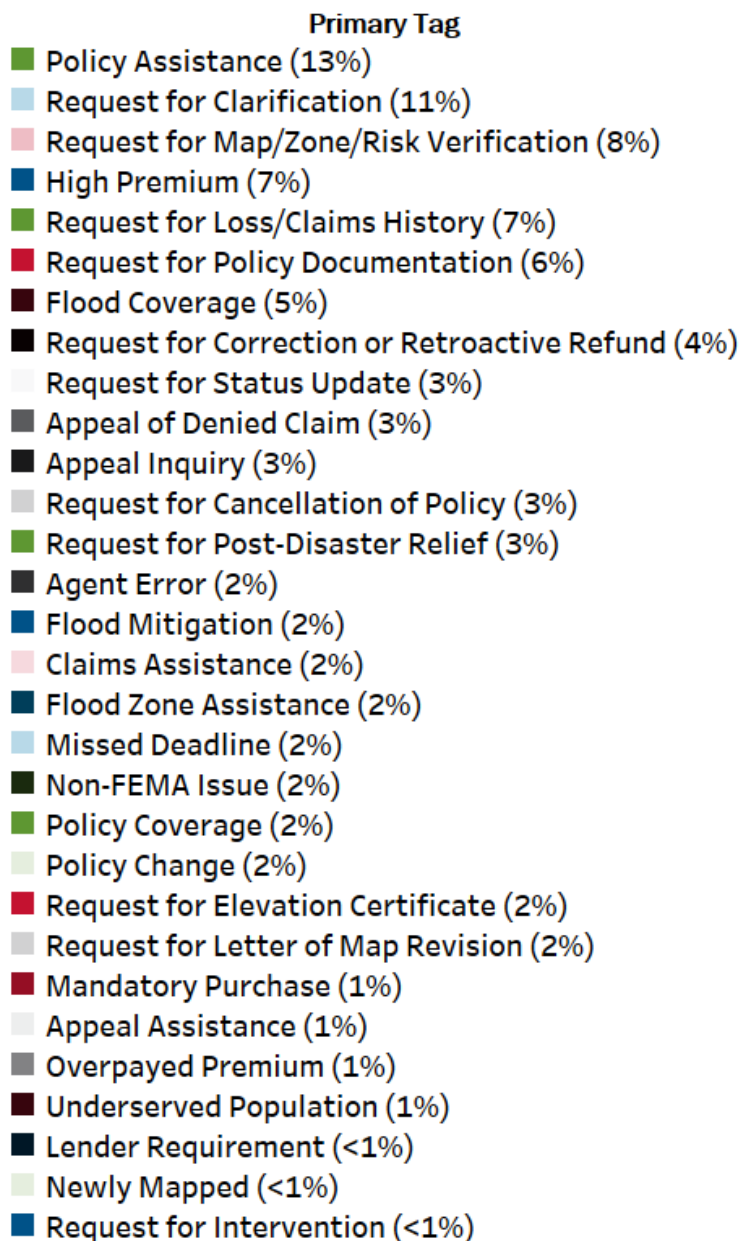
Casework Highlights



- The radial line chart above demonstrates the variation in customer needs for each of the OFIA's Case Topics. The longer the line, the more inquiries were made regarding a specific subject, such as requests for assistance, clarification, and information. The specific subjects will be further detailed in the next slide.
- Insurance Topics make up 82% of all OFIA casework for Q3 2021 and subsequently show the most variation in casework trends. Since 2016, Insurance Topics during Q3 consist of between 73% and 85% of the total OFIA casework.
- Mapping, the second largest and varied Case Topic, making up 11% of all OFIA casework for Q3 2021, includes a large customer demand for Rate Verifications for maps, zones, and flood risks.

Casework Spotlight

To feature the variation in the casework within the Insurance Topic, the graphic below shows the percentage amount of customer inquiries according to subject. Each subject was categorized by analyzing the key words and phrases within the inquiry.



- Within the Topic, customers most often ask for Policy Assistance, Requests for Clarification, and also express concerns over High Premiums.
- This analysis demonstrates that the OFIA can address a wide array of multi-faceted inquiries, reduce the complexity of navigating the National Flood Insurance Program (NFIP), and alleviate confusion for their customers.

OFIA Impact

Since 2015, the OFIA has advocated for NFIP policyholders with compassion and fairness. During this reporting period, the OFIA resolved 33% of the inquiries with a beneficial outcome for the homeowner or policyholder, and was able to settle 76% of cases in less than a week.

After using the available NFIP resources, if you still have questions, visit our website at <https://www.fema.gov/flood-insurance-advocate> and click “Ask the Advocate.”

Casework Spotlight

Customer Issue

A Texas policyholder contacted the OFIA after they received notification of a \$2,068 annual increase in the cost to renew their flood insurance policy. They reached out to the OFIA hoping to understand the reasoning behind the change, as well as to request guidance about potential mitigation efforts to lower the premium for their home located in a V zone.

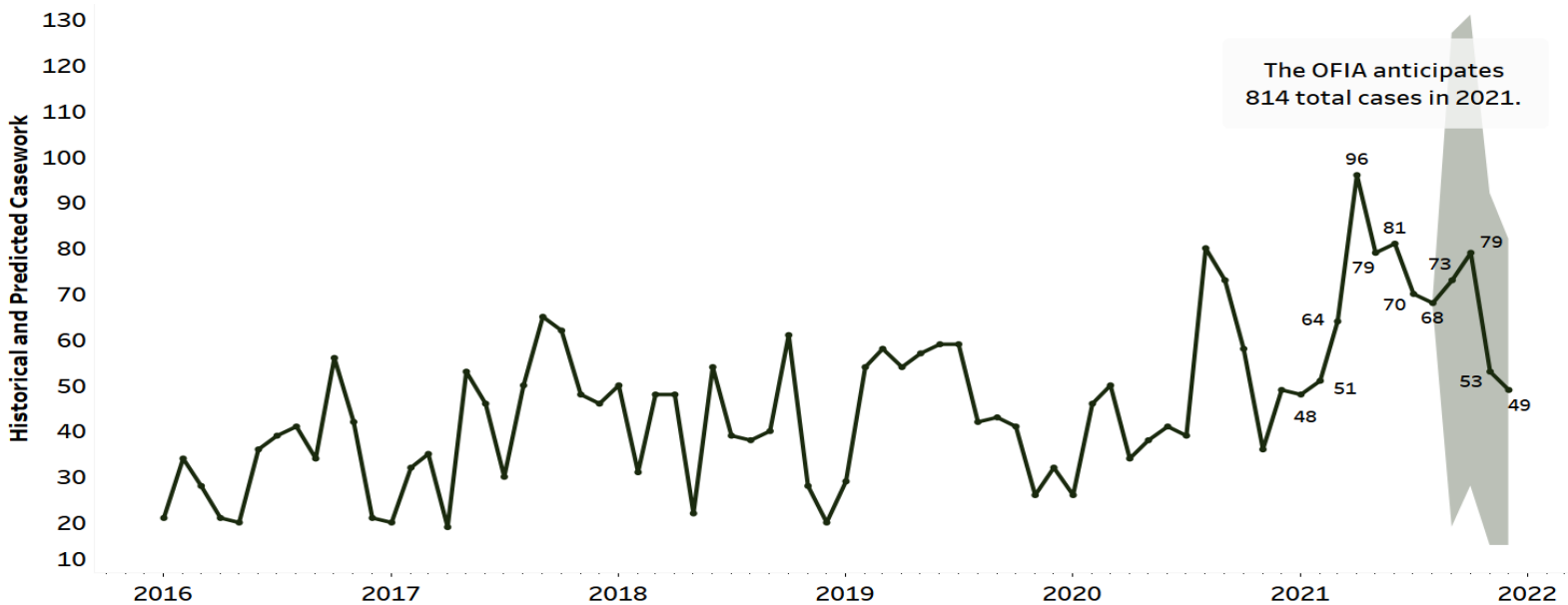
Background

The policyholder's previous premium was calculated using incorrect rating information for the insured structure. When the rating error was identified and corrected, it resulted in an increase in flood insurance premium and the homeowner was concerned, prompting them to contact the Advocate's office.

Resolution

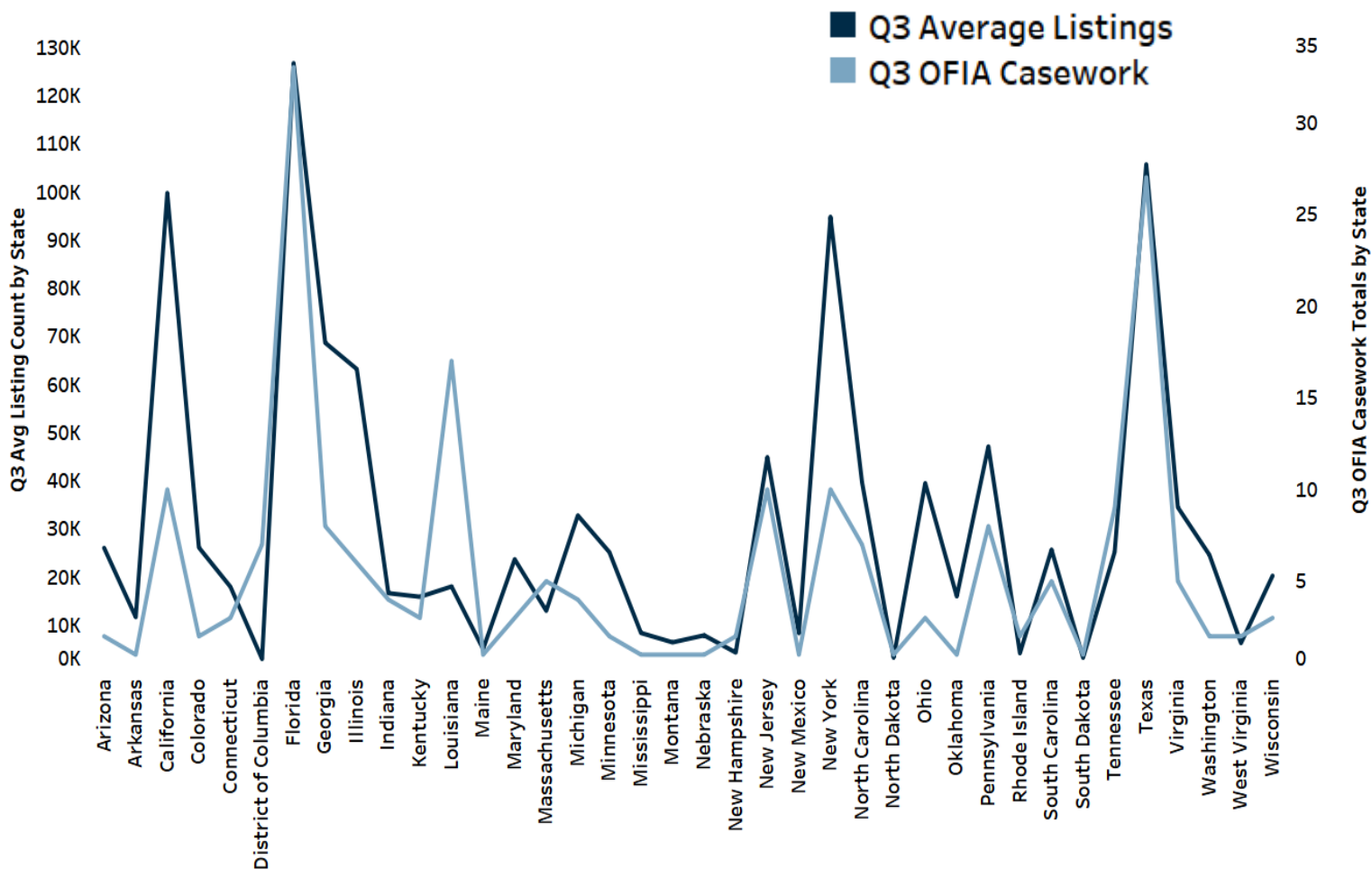
The OFIA worked with the insurer to find a resolution for the policyholder. After much collaboration, a mitigation solution was identified that would benefit the policyholder. After mitigating the enclosed area below the base flood elevation (BFE), the policyholders were able to obtain a \$2,044 refund. Moving forward, the projected renewal under Risk Rating 2.0 for 2022 will be \$2,903, demonstrating the importance of considering the individualized characteristics of a structure to risk rating.

Casework Trends



- Above, both historical and predicted (highlighted) monthly casework totals are shown in a continuous line from January 2016 through December 2021.
- From 2016 to 2020, the OFIA has seen an average 10% increase in casework annually and is expected to continue the upward trend into the future.
- The OFIA anticipates an historic record number of 814 cases in 2021, demonstrating a 43% increase from the 2020 casework total of 570 cases.

Casework Correlation



- The OFIA data analytics calculated an 81% correlation between the 2021 Q3 OFIA casework totals and the Q3 Average Number of Property Listings by State (data harvested from the US Census and [Realtor.com](#)). This strongly signifies that OFIA casework is closely tied to housing market activity.
- Record-low mortgage rates during 2020 and 2021 catalyzed an increase of activity in the US Housing Market, which led to an increase in inquiries about the intricacies of flood risk.
- Florida, New Jersey and Texas demonstrate a tight correlation between the active housing market and an increase in OFIA casework.

What We Heard From NFIP Customers

Thank you so much for the incredible assistance. The representative was phenomenal in every way possible - understanding my issue, advising me on course of action, and ultimately helping me reach a favorable conclusion. I am so impressed with her attention to detail, timeliness of response(s) and willingness to help me. I am blown away - thank you.