

MYTHS VS. FACTS

MYTH: "Homeowners or renters insurance will cover my home and belongings if they are damaged by flood waters."

FACT: Most homeowners and renters insurance policies do not cover damages to a structure or contents in the event of a flood. Only a flood insurance policy will cover flood damage.

MYTH: "I don't need flood insurance because FEMA assistance will cover my damages."

FACT: Not everyone will qualify for FEMA assistance after a disaster. Even if a federal Disaster Declaration is made, post-disaster FEMA grants average less than \$8,000. Remember: Just one inch of water in a home can cause \$25,000 of damage.

MYTH: "I rent my home. Only homeowners can purchase flood insurance."

FACT: Most homeowners, renters, and businesses in NFIP participating communities can purchase flood insurance. For a list of participating communities in Tennessee, visit www.fema.gov.

MYTH: "I can wait and get flood insurance immediately before a storm and still be covered."

FACT: While you can purchase flood insurance at any time, NFIP policies usually have a 30-day waiting period before the policy takes effect. If you purchase a private flood policy, be sure to ask about the waiting period.



www.fema.gov/national-flood-insurance-program

National Flood Insurance Program (NFIP) policyholders who have questions about their flood insurance policy or the claims process, and disaster survivors who have general questions about the National Flood Insurance Program, can contact a NFIP representative by calling the NFIP Call Center toll-free at 1-800-427-4661.

For individuals who are deaf, hard of hearing or have a speech disability, call 711 (TTY and other services are available). For VRS, please call 1-866-337-4262.



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RETHINK FLOOD INSURANCE, TENNESSEE!

A Consumer's Guide to Flood Insurance



KNOW YOUR FLOOD RISK IN TENNESSEE

After winter, as warmer weather and spring rains cause the snow to melt, lakes and rivers can overflow and put your home at serious risk. It's time to rethink flood insurance, Tennessee! Be prepared with flood insurance from the National Flood Insurance Program (NFIP). Flood zones are indicated on a community's flood map. Each flood zone describes the flood risk for a particular area, and those flood zones are used to determine insurance requirements and costs. Go to <https://msc.fema.gov/portal/home> to enter your address and assess your flood risk today.

- In moderate to low-risk areas, the risk of being flooded is reduced, but not completely removed. One in four insurance claims come from moderate- to low-risk flood areas.
- High-risk flood areas face the highest risk of flooding. If you own a property in a high-risk zone and have a federally backed mortgage, you are required to purchase flood insurance as a condition of that loan.

HOW TO BUY FLOOD INSURANCE IN TENNESSEE

Whether it's a major flood event or a few inches of water in your home, flood insurance helps you protect the life you've built. The first step is to call your insurance agent or company today.

- Whether you're buying a new policy or renewing an existing policy, you can buy flood insurance by calling your insurance company or calling your local independent agent.
- If you don't have an insurance company or if your insurance agent does not sell flood insurance, use the NFIP insurance provider locator to find a provider near you. The NFIP partners with more than 60 private insurance companies to sell and service flood insurance policies.

KNOW WHAT'S COVERED (AND WHAT ISN'T)

WHAT'S COVERED WITH FLOOD INSURANCE?

In the event of a flood, your policy covers direct physical losses to your structure and belongings. The NFIP offers two types of coverage – building coverage and contents coverage – to protect your home and belongings.

Contents Coverage Examples:

- Personal belongings such as clothing, furniture, and electronic equipment
- Curtains
- Washer and dryer
- Portable and window air conditioners

Building Coverage Examples:

- Electrical and plumbing systems
- Furnaces and water heaters
- Refrigerators, cooking stoves, and built-in appliances like dishwashers
- Permanently installed carpeting
- Permanently installed cabinets, paneling, and bookcases

WHAT ISN'T COVERED BY FLOOD INSURANCE?

When determining coverage, the cause of flooding matters. Flood insurance covers losses directly caused by flooding. For example, damage caused by a sewer backup is covered if the backup is a direct result of flooding. If the sewer backup is not caused directly by flooding, the damage is not covered.

HOW DO I START A FLOOD CLAIM?

If you're an NFIP policyholder:

- Contact your carrier or agent to start a claim.
- Prepare for your inspection.
- Work with your adjuster.
- Document your loss and receive payment.

KNOW HOW TO SPOT A SCAMMER

Scammers are always eager to line their pockets, especially when you and your family are in the midst of recovering from an emotional trauma such as recovering from a flood. If you're recovering from a flood, be on the lookout for these types of scams:

- **Impersonating government officials or insurance adjusters.** Officials with government disaster assistance agencies do not call or text asking for financial account information. Also, there is no fee required to apply for or get disaster assistance from FEMA or the Small Business Administration. Anyone claiming to be a federal official who asks for money is an imposter. Never reveal any personal information unless you've confirmed you're dealing with a legitimate official.
- **Insurance scams.** If you get a phone call about an insurance claim or policy, don't give out any personal information or agree to any payment until you can independently verify that the call is legitimate. If the caller says they're from your insurance company, hang up and contact your agent or the company directly using the number on your account statement. Policyholders with the National Flood Insurance Program (NFIP Direct) can call 1-800-638-6620.
- **Contractor scams.** Contractors and individuals from home improvement companies may also call claiming to be partners with your insurance provider. Never share your policy numbers, coverage details, or other personal information with individuals with whom you have not entered into a contract. If you're approached by someone claiming to be a contractor, ask for their license number. Use verify.tn.gov to ensure that you're dealing with a licensed contractor.