



COLONIAL CLAIMS



About the NFIP, Your Flood Policy, and Your Loss

The National Flood Insurance Program was established by Congress and is a Federal Law. Because it is a law, all insureds are charged with knowing it and abiding by it. The law states you must file a Proof of Loss (POL) within 60 days, or your loss can be denied for this fact alone.

Neither the agent, the carrier or the adjuster has the authority to change any policy provisions. This is why the POL is needed as soon as possible. The POL will usually go from you to the adjuster, to their supervisor, and then to the carrier. All submissions are reviewed for accuracy and could be returned for revisions or clarifications. We do not want to jeopardize your time for submitting the POL and its associated documentation because any party to it fails to act in a timely manner.

What is a Proof of Loss? The POL is a recap of the policy declarations, and with the attaching worksheets, outlines the items that are being agreed as covered and damaged, up to the potential policy limits. The amounts to be paid are best estimates based on many factors. If additional covered damages are unknown when the proof is submitted, or undocumented because the amount of the repairs is not yet verified, then a supplemental claim can be submitted for additional payments, assuming all other policy terms have been complied with by the insured.

It is in the insured's best interest to comply with all policy provisions. An adjuster was made available to help you document and file your loss within the policy terms. Please feel free to contact the adjuster and discuss any and all related questions you may have.

Helpful Tip: If you try to compare the adjuster's worksheets to a contractor's estimate, make sure the contractor's estimate is broken down room by room, line by line, in units and dollars. Without this detailed information it is impossible to determine where any differences may be, and therefore impossible to determine if any additional costs would be covered by the policy.

One common difference is in what FEMA allows for Overhead & Profit. Depending on the severity of the loss, your loss may be concluded without any Overhead & Profit, or with 7% Overhead & Profit should the insured be serving as his own general contractor, or with 20% Overhead & Profit if the insured has a signed contract for a General Contractor or a signed Overhead & Profit Affidavit (with limits applied by guidelines established on certain items).