



So, You're
Thinking About
Flood
Insurance



What are the facts?

- 1,000+ federally declared flood events in 50 years
- Majority of federally declared disasters in the last 5 years involved flooding
- Flooding does not just come from a river or ocean
- Your cost depends on the likelihood your property will flood



Anywhere It Can Rain, It Can Flood

- **The SFHA (Special Flood Hazard Area)**
 - High risk for flooding
 - Homes with Federally backed mortgages have a flood insurance requirement
 - AE, AO, AH, VE Flood Zone
- **X and X (Shaded)**
 - Lower risk does not mean no risk!
 - Over 60% of insurance claims after Hurricane Matthew were outside of the SFHA

Flood Insurance Basics

- There are just over 11,000 policies in force in Norfolk
- 15% of Norfolk is within the SFHA
- There are less than five policies within the VE Zone
 - VE zone is the highest risk zone
- Homeowner's insurance does not cover flooding
- Basic flood insurance coverage does not include contents
- Max of \$250,000 of coverage and 100,000 max for contents
- No flood insurance means damages are covered out of pocket or loans

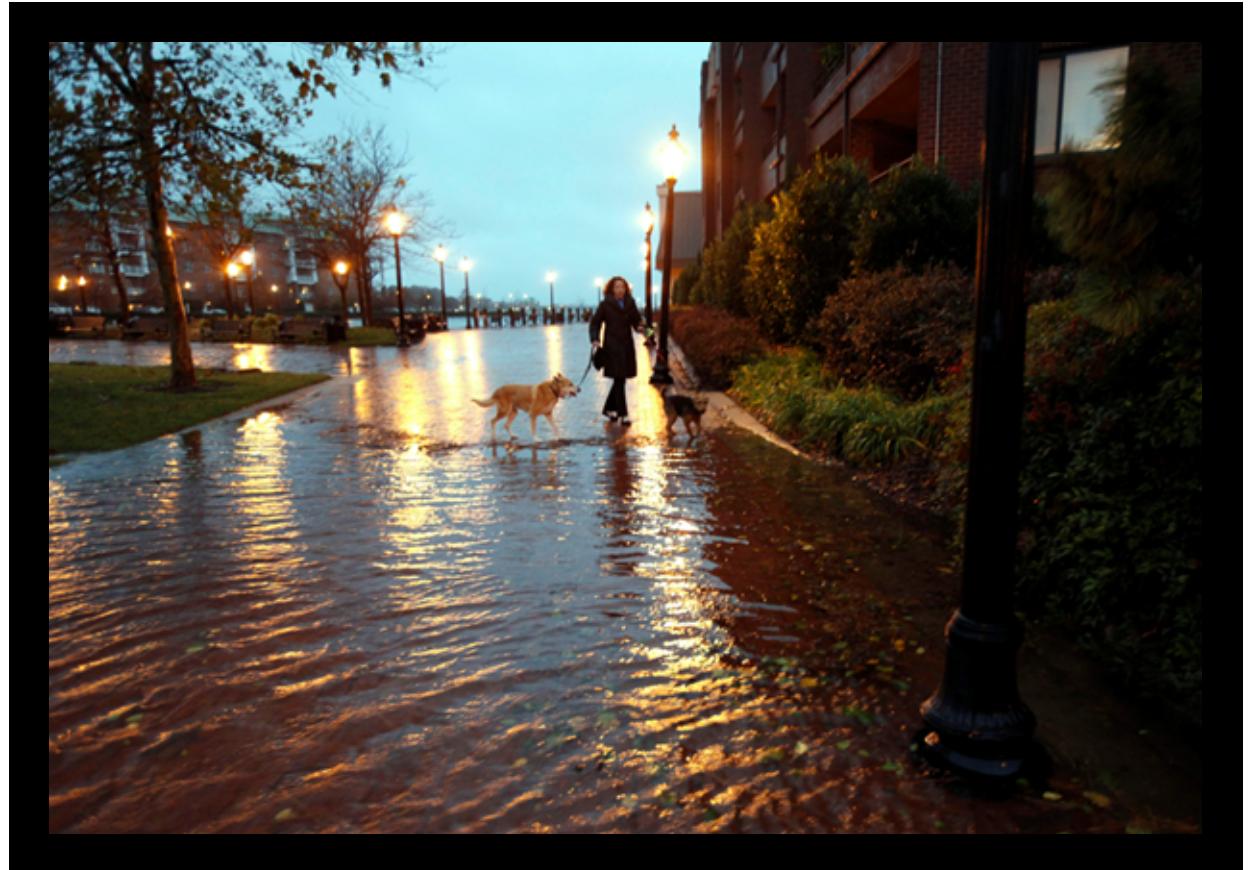
Things to Consider When Purchasing Flood Insurance

- Check Norfolk Air for flood zone information
- Rates are now based on actual risk
 - No preferred risk policy option
- NFIP backed flood insurance can be acquired at www.floodsmart.gov
 - Many different providers
 - 30 day waiting period



Things to Consider When Purchasing Flood Insurance (Continued)

- Renters can purchase flood insurance to cover the contents even if the owner does not have a separate policy
- Private insurance is an option!
 - Industry is expanding
 - No centralized marketplace like www.floodsmart.gov



What To Do Before the Flood and After

- Document all your belongings
 - Take pictures and video
 - Catalog important documents and possessions
 - If possible move all valuables and irreplaceable items on a higher floor
- After the storm, contact your insurance provider as soon as possible
- Document the losses
- Begin cleanup
- Meet with adjuster
- Receive payment

What Is the City Doing to Help?

- The City of Norfolk is a Class 5 in the Community Rating System Program
 - A Class 5 is a 25% reduction in insurance premium
 - Offer flood zone determination letters
 - Engagement including monthly tips for flood protection
 - Robust stormwater efforts
 - Norfolk Alert
 - Waze App
 - Higher regulatory standards



How can I find out more about my risk?

- The Planning Department provides Flood Zone Determination letters at no charge to any requestor:
 - Includes a map of the property, insurance information, and mitigation options if applicable.
 - If you have specific questions about risk, insurance or mitigation, or if you'd like a Floodplain Manager to review your Elevation Certificate:
- Planning@Norfolk.gov
- Tristian.barnes@norfolk.gov