



# FEMA

# Fact Sheet

## Federal Insurance and Mitigation Administration

### Verification of Identity for the Sandy Claims Review

To protect the personal information of policyholders, the Federal Emergency Management Agency (FEMA) requires that all National Flood Insurance Program (NFIP) policyholders in the Hurricane Sandy Claims Review process provide a written document to verify their identity. This added level of protection will help keep personal information safe and will comply with the federal Privacy Act (5 USC 552a).

The document should contain:

- Full name of policyholder
- Address of damaged property
- Policyholder's date and place of birth
- Current date
- Policyholder's signature

The document must be signed and notarized, or signed and dated with the following language as a substitute for notarization: "I declare, under penalty of perjury, that the foregoing is true and correct."

How to send the document to FEMA: The signed verification should be emailed to the Sandy Claims Customer Care Team at [FEMA-Sandy-CustomerCare@fema.dhs.gov](mailto:FEMA-Sandy-CustomerCare@fema.dhs.gov). Or, the document can be mailed to the **Federal Emergency Management Agency, Attn: FIMA Mail Stop 3020, Room 720, 500 C St. SW, Washington, DC 20472**. Policyholders with questions should contact the Customer Care office at 202-646-2739.

The verification of identity does not need to be provided at the time of registration. However, the written verification must be received as soon as possible in order for the adjuster to continue to communicate verbally regarding the claim review.

Policyholders not already requested a review have until October 15, 2015 to enter the Sandy Claims Review process. To be eligible for the review, policyholders must have experienced flood damage between October 27, 2012 and November 6, 2012 as a result of Hurricane Sandy. Policyholders can call the NFIP's Hurricane Sandy claims center at 1-866-337-4262 for more information or to request a review.

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"FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards."