

# PUBLICATIONS ORDER FORM

The National Flood Insurance Program (NFIP) offers a variety of resources to help policyholders, agents and the public. Topics range from navigating flood insurance policies to guidance before, during and after a disaster. Printed copies of these publications can be ordered for free from FEMA's Publications Warehouse using this form, which is updated on a monthly basis. Visit [floodsmart.gov/puborderform](https://floodsmart.gov/puborderform) to ensure you complete and submit the most recent version.

**Enter your requested quantity in the blank spaces below.** Detailed descriptions of each publication are included after the order form, beginning on page 3.

## POLICY DOCUMENTS


	<b>English</b>	Quantity	<b>Spanish</b>	Quantity
NFIP Claims Handbook	F-687	_____	F-687S	_____
NFIP Summary of Coverage	P-2144	_____	P-2144S	_____
NFIP Summary of Coverage Commercial Property	F-778	_____	F-778S	_____
NFIP Summary of Coverage Residential Condominium Buildings	P-2180	_____	P-2180S	_____

## QUICK-REFERENCE MATERIALS

NFIP Flood Insurance for Condominium Associations Brochure	P-2223	_____		
NFIP Flood Insurance for Renters Brochure 	P-2108	_____	P-2108S	_____
NFIP Map Changes and Flood Insurance: What Property Owners Need to Know Brochure	F-P2019	_____	F-P2019S	_____
NFIP Questions & Answers: Flood Insurance for Real Estate Professionals Brochure	F-435	_____	F-435S	_____
NFIP Why Do I Need Flood Insurance? Brochure 	F-002	_____	F-002S	_____

## PROMOTIONAL RESOURCES

Condo Owners Protect the Life You've Built with Flood Insurance Postcard	P-2081	_____		
Most Homeowners Insurance Does Not Cover Flood Damage Postcard	F-061	_____	F-061S	_____
NFIP Pocket Folder	F-010	_____		
Protect the Life You've Built with Flood Insurance Door Hanger	P-2076	_____		
Resources for Marketing & Selling Flood Insurance from the NFIP Postcard	F-2053	_____		

 This publication is available in the following additional languages: Traditional Chinese (TC), Simplified Chinese (SC), Korean (K) and Vietnamese (V). If you would like to order copies of these, please note the publication number with the aforementioned language code in the [Notes](#) field of the order form.

## AFTER A FLOOD

Flood Insurance Requirements for Recipients of Federal Disaster Assistance Brochure

English	Quantity	Spanish	Quantity
F-695	_____	F-695S	_____

Increased Cost of Compliance Brochure

F-663 \_\_\_\_\_

## TECHNICAL & LONG-FORM PUBLICATIONS

Answers to Questions About the NFIP

F-084 \_\_\_\_\_

Answers to Questions About Substantially Improved/  
Substantially Damaged Buildings

F-213 \_\_\_\_\_

Homeowner's Guide to Retrofitting

P-312 \_\_\_\_\_

An Agent's Guide to Selling Flood Insurance

P-2209 \_\_\_\_\_

NFIP Protect the Life You've Built Brochure

P-2201 \_\_\_\_\_





Protecting Building Utility Systems from Flood Damage

P-348 \_\_\_\_\_

Substantial Improvement/Substantial Damage Desk Reference

P-758 \_\_\_\_\_

**To request your complimentary materials, fill out this form.** Submit it to the FEMA Publications Warehouse using any of the following channels:

 <p><b>EMAIL</b> <a href="mailto:FEMAPubs@gpo.gov">FEMAPubs@gpo.gov</a></p>	 <p><b>MAILING ADDRESS</b> FEMA Publications Warehouse 31451 United Avenue Pueblo, CO 81001</p>	 <p><b>FAX</b> 719-948-9724</p>  <p><b>PHONE</b> 800-480-2520</p>
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## SHIPPING INFORMATION

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# PUBLICATION DETAILS

Review the descriptions and links below to learn more about each NFIP resource. Details include an overview of each item, its publish date and the target audience(s).

Additionally, a wide variety of downloadable, printable resources are available for free at [agents.floodsmart.gov/resourcelibrary](https://agents.floodsmart.gov/resourcelibrary).

## NFIP Claims Handbook

**DESCRIPTION** Learn how policyholders can prepare for a flood event, file a claim and more. English published April 2022, Spanish published May 2022.

**AUDIENCE** Insurance Agents, Policyholders

**ENGLISH** [agents.floodsmart.gov/claims-handbook](https://agents.floodsmart.gov/claims-handbook)

**SPANISH** [agents.floodsmart.gov/manual-reclamaciones](https://agents.floodsmart.gov/manual-reclamaciones)



F-687  
F-687S

## NFIP Summary of Coverage

**DESCRIPTION** Review the details of a Standard Flood Insurance Policy (SFIP) for policyholders, including what is and is not covered and how items are valued at the time of loss. English published September 2021, Spanish published November 2021.

**AUDIENCE** Insurance Agents, Policyholders

**ENGLISH** [floodsmart.gov/nfip-summary-of-coverage](https://floodsmart.gov/nfip-summary-of-coverage)

**SPANISH** [agents.floodsmart.gov/nfip-summary-of-coverage\\_spanish](https://agents.floodsmart.gov/nfip-summary-of-coverage_spanish)



P-2144  
P-2144S

## NFIP Summary of Coverage Commercial Property

**DESCRIPTION** Help policyholders understand their commercial property's deductible, what is and is not covered and how items are valued at the time of loss. English published September 2021, Spanish published October 2021.

**AUDIENCE** Insurance Agents, Policyholders

**ENGLISH** [floodsmart.gov/commercial-summary](https://floodsmart.gov/commercial-summary)

**SPANISH** [agents.floodsmart.gov/commercial-summary-of-coverage\\_spanish](https://agents.floodsmart.gov/commercial-summary-of-coverage_spanish)



F-778  
F-778S

## NFIP Summary of Coverage Residential Condominium Buildings

**DESCRIPTION** Educate policyholders on the details of their Residential Condominium Building Association Policy (RCBAP). English and Spanish published October 2021.

**AUDIENCE** Insurance Agents, Policyholders

**ENGLISH** [agents.floodsmart.gov/rcbap-summary-of-coverage](https://agents.floodsmart.gov/rcbap-summary-of-coverage)

**SPANISH** [agents.floodsmart.gov/rcbap-summary-of-coverage\\_spanish](https://agents.floodsmart.gov/rcbap-summary-of-coverage_spanish)



P-2180  
P-2180S

## NFIP Flood Insurance for Condominium Associations Brochure

**DESCRIPTION** Communicate the details of flood insurance coverage to condominium associations, including coverage limits, types of insurable property and eligibility. English published October 2022.

**AUDIENCE** Insurance Agents, Real Estate Agents, Public

**ENGLISH** [agents.floodsmart.gov/flood-insurance-condo-associations](https://agents.floodsmart.gov/flood-insurance-condo-associations)



P-2223

## NFIP Flood Insurance for Renters Brochure

<b>DESCRIPTION</b>	Speak to renters about flood insurance for rented properties. English published February 2022; Spanish published March 2022; Chinese, Korean and Vietnamese published April 2022.
<b>AUDIENCE</b>	Insurance Agents, Policyholders, Public
<b>ENGLISH</b>	<a href="https://agents.floodsmart.gov/flood-insurance-renters">agents.floodsmart.gov/flood-insurance-renters</a>
<b>SPANISH</b>	<a href="https://agents.floodsmart.gov/seguro-contra-inundaciones-inquilinos">agents.floodsmart.gov/seguro-contra-inundaciones-inquilinos</a>
<b>CHINESE</b> (Simplified)	<a href="https://agents.floodsmart.gov/sites/default/files/femanfip-租房者洪水保險.pdf">agents.floodsmart.gov/sites/default/files/femanfip-租房者洪水保險.pdf</a>
<b>CHINESE</b> (Traditional)	<a href="https://agents.floodsmart.gov/sites/default/files/femanfip-租戶洪水保險.pdf">agents.floodsmart.gov/sites/default/files/femanfip-租戶洪水保險.pdf</a>
<b>KOREAN</b>	<a href="https://agents.floodsmart.gov/sites/default/files/femanfip-세입자를-위한-홍수보험.pdf">agents.floodsmart.gov/sites/default/files/femanfip-세입자를-위한-홍수보험.pdf</a>
<b>VIETNAMESE</b>	<a href="https://agents.floodsmart.gov/sites/default/files/femanfip-bảo-hiểm-lũ-lut-cho-những-người-thuê-nhà.pdf">agents.floodsmart.gov/sites/default/files/femanfip-bảo-hiểm-lũ-lut-cho-những-người-thuê-nhà.pdf</a>



P-2108  
P-2108S  
P-2108SC  
P-2108TC  
P-2108K  
P-2108V

## NFIP Map Changes and Flood Insurance: What Property Owners Need to Know Brochure

<b>DESCRIPTION</b>	Understand flood maps, why they change and how they can affect flood insurance requirements and premiums. English and Spanish published October 2021.
<b>AUDIENCE</b>	Insurance Agents, Policyholders, Real Estate Agents, Public
<b>ENGLISH</b>	<a href="https://agents.floodsmart.gov/map-changes-brochure">agents.floodsmart.gov/map-changes-brochure</a>
<b>SPANISH</b>	<a href="https://agents.floodsmart.gov/map-changes-brochure_spanish">agents.floodsmart.gov/map-changes-brochure_spanish</a>



F-P2019  
F-P2019S

## NFIP Questions & Answers: Flood Insurance for Real Estate Professionals Brochure

<b>DESCRIP-</b>	Browse topics real estate professionals should know when talking with their clients about flood insurance. English published October 2021, Spanish published January 2022.
<b>AUDIENCE</b>	Real Estate Agents
<b>ENGLISH</b>	<a href="https://agents.floodsmart.gov/q&amp;a-real-estate">agents.floodsmart.gov/q&amp;a-real-estate</a>
<b>SPANISH</b>	<a href="https://agents.floodsmart.gov/q&amp;a-real-estate_spanish">agents.floodsmart.gov/q&amp;a-real-estate_spanish</a>



F-435  
F-435S

## NFIP Why Do I Need Flood Insurance? Brochure

<b>DESCRIPTION</b>	Explore flood risks and the value of flood insurance. English published July 2021; Spanish published September 2021; Chinese, Korean and Vietnamese published April 2022.
<b>AUDIENCE</b>	Insurance Agents, Policyholders, Public
<b>ENGLISH</b>	<a href="https://agents.floodsmart.gov/you-need-flood-insurance">agents.floodsmart.gov/you-need-flood-insurance</a>
<b>SPANISH</b>	<a href="https://agents.floodsmart.gov/you-need-flood-insurance_spanish">agents.floodsmart.gov/you-need-flood-insurance_spanish</a>
<b>CHINESE</b> (Simplified)	<a href="https://agents.floodsmart.gov/sites/default/files/femanfip-NFIP-租戶洪水保險手册.pdf">agents.floodsmart.gov/sites/default/files/femanfip-NFIP-租戶洪水保險手册.pdf</a>
<b>CHINESE</b> (Traditional)	<a href="https://agents.floodsmart.gov/sites/default/files/femanfip-NFIP-防汛保險租戶宣傳冊.pdf">agents.floodsmart.gov/sites/default/files/femanfip-NFIP-防汛保險租戶宣傳冊.pdf</a>
<b>KOREAN</b>	<a href="https://agents.floodsmart.gov/sites/default/files/femanfip-홍수-보험-브로슈어.pdf">agents.floodsmart.gov/sites/default/files/femanfip-홍수-보험-브로슈어.pdf</a>
<b>VIETNAMESE</b>	<a href="https://agents.floodsmart.gov/sites/default/files/femanfip-tài-liệu-giới-thiệu-về-bảo-hiểm-lũ-lut-NFIP-cho-người-thuê-nhà.pdf">agents.floodsmart.gov/sites/default/files/femanfip-tài-liệu-giới-thiệu-về-bảo-hiểm-lũ-lut-NFIP-cho-người-thuê-nhà.pdf</a>



F-002  
F-002S  
F-002SC  
F-002TC  
F-002K  
F-002V

## Condo Owners Protect the Life You've Built with Flood Insurance Postcard

<b>DESCRIPTION</b>	Highlight coverage options for condominium residents with this postcard. Published October 2020.
<b>AUDIENCE</b>	Insurance Agents, Real Estate Agents, Public



P-2081

## Most Homeowners Insurance Does Not Cover Flood Damage Postcard

**DESCRIPTION** Dispel common misconceptions regarding homeowners insurance and flood damage. English published January 2022, Spanish published February 2022.

**AUDIENCE** Insurance Agents, Real Estate Agents, Public

**ENGLISH** [agents.floodsmart.gov/homeowners-insurance-postcard](https://agents.floodsmart.gov/homeowners-insurance-postcard)

**SPANISH** [agents.floodsmart.gov/homeowners-insurance-postcard\\_spanish](https://agents.floodsmart.gov/homeowners-insurance-postcard_spanish)



F-061  
F-061S

## NFIP Pocket Folder

**DESCRIPTION** Utilize this pocket folder to organize or package resources.

**AUDIENCE** Insurance Agents, Real Estate Agents



F-010

## Protect the Life You've Built with Flood Insurance Door Hanger

**DESCRIPTION** Utilize this door hanger to inform current and potential clients about the importance of flood insurance. Published November 2019.

**AUDIENCE** Insurance Agents, Real Estate Agents

**ENGLISH** [agents.floodsmart.gov/nfip-door-hanger](https://agents.floodsmart.gov/nfip-door-hanger)



P-2076

## Resources for Marketing & Selling Flood Insurance from the NFIP Postcard

**DESCRIPTION** Promote NFIP resources to agents and Write Your Own (WYO) companies for marketing and selling flood insurance. Published July 2019.

**AUDIENCE** Insurance Agents

**ENGLISH** [agents.floodsmart.gov/agent-resources-postcard](https://agents.floodsmart.gov/agent-resources-postcard)



F-2053

## Flood Insurance Requirement for Recipients of Federal Disaster Assistance Brochure

**DESCRIPTION** Learn what is required of survivors to apply for and receive federal aid. English published March 2022, Spanish published April 2022.

**AUDIENCE** Insurance Agents, Policyholders, Public

**ENGLISH** [agents.floodsmart.gov/disaster-assistance-flood-insurance-requirement](https://agents.floodsmart.gov/disaster-assistance-flood-insurance-requirement)

**SPANISH** [agents.floodsmart.gov/asistencia-federal-desastre-requisito](https://agents.floodsmart.gov/asistencia-federal-desastre-requisito)



F-695  
F-695S

## Increased Cost of Compliance Brochure

**DESCRIPTION** Read up on Increased Cost of Compliance (ICC) coverage policyholders can apply for if they need additional help rebuilding after a flood. English published September 2017.

**AUDIENCE** Insurance Agents, Policyholders

**ENGLISH** [agents.floodsmart.gov/icc-brochure](https://agents.floodsmart.gov/icc-brochure)



F-663

## Answers to Questions About the NFIP

**DESCRIPTION** Get acquainted with the NFIP by reviewing answers to frequently asked questions. English published April 2022. *Note: This is an in-depth document, not appropriate for introducing survivors or agents to the program.*

**AUDIENCE** Insurance Agents, Real Estate Agents, Policyholders, Public

**ENGLISH** [agents.floodsmart.gov/nfip-answers-to-questions](https://agents.floodsmart.gov/nfip-answers-to-questions)



F-084

## Answers to Questions About Substantially Improved/Substantially Damaged Buildings

**DESCRIPTION** Get information on the minimum NFIP regulations and FEMA's guidance and policies on substantial improvement (SI) and substantial damage (SD). Published August 2018.

**AUDIENCE** Insurance Agents, Policyholders

**ENGLISH** [agents.floodsmart.gov/si-sd-answers-to-questions](https://agents.floodsmart.gov/si-sd-answers-to-questions)



F-213

## Homeowner's Guide to Retrofitting

**DESCRIPTION** Use this detailed guide to learn how to protect homes from flooding. Published June 2014.

**AUDIENCE** Policyholders, Public

**ENGLISH** [agents.floodsmart.gov/resources/homeowners-guide-retrofitting](https://agents.floodsmart.gov/resources/homeowners-guide-retrofitting)



P-312

## An Agent's Guide to Selling Flood Insurance

**DESCRIPTION** Help agents understand the basics of flood insurance. Published September 2022.

**AUDIENCE** Insurance Agents

**ENGLISH** [agents.floodsmart.gov/flood-insurance-agents-guide](https://agents.floodsmart.gov/flood-insurance-agents-guide)



P-2209

## NFIP Protect the Life You've Built Brochure

**DESCRIPTION** This brochure promotes flood insurance coverage to homeowners, business owners and renters. Published September 2022.

**AUDIENCE** Insurance Agents, Policyholders, Public

**ENGLISH** [agents.floodsmart.gov/protect-the-life-youve-built](https://agents.floodsmart.gov/protect-the-life-youve-built)



P-2201

## Protecting Building Utility Systems from Flood Damage

**DESCRIPTION** Understand the design and construction of flood-resistant building utility systems. Published February 2017.

**AUDIENCE** Policyholders, Public

**ENGLISH** [agents.floodsmart.gov/protecting-utility-systems-flood](https://agents.floodsmart.gov/protecting-utility-systems-flood)



P-348

## Substantial Improvement/Substantial Damage Desk Reference

**DESCRIPTION** Learn practical guidance and suggested procedures to implement the NFIP requirements for SI/SD structures. Published May 2010.

**AUDIENCE** Insurance Agents

**ENGLISH** [agents.floodsmart.gov/si-sd-desk-reference](https://agents.floodsmart.gov/si-sd-desk-reference)



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A wide variety of downloadable, printable resources are also available for free at [agents.floodsmart.gov/resourcelibrary](https://agents.floodsmart.gov/resourcelibrary).



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