

## Risk Rating 2.0, NFIP

### Abstract:

The Office of the Flood Insurance Advocate (OFIA) advocates for the fair treatment of policyholders and property owners. The OFIA provides education and guidance on all aspects of the NFIP, identifies trends affecting the public, and makes recommendations for NFIP improvements to FEMA leadership. The presentation will cover how the OFIA answers customer inquiries, the production of meaningful data analytics, and communication with FEMA program offices to reduce program complexity and improve the overall NFIP customer experience. The presentation will also cover some of the other new NFIP initiatives such as Risk Rating 2.0.