

November 18, 2011

James A. Sadler, CPCU, AIC
Director of Claims
National Flood Insurance Program
Federal Insurance & Mitigation Administration
U.S. Department of Homeland Security
500 C Street SW
Washington, DC 20472

Time Sensitive: Via Email, Fax, & US Mail

Dear Mr. Sadler:

As North Carolina Commissioner of Insurance, and based on my Department's first-hand interactions with NFIP policyholders in Pamlico County and other hard-hit areas of eastern North Carolina, I urgently implore FEMA to further extend the Hurricane Irene Proof of Loss deadline beyond the current November 23 deadline, for at least two weeks if not longer.

On November 17, Department of Insurance staff traveled to Pamlico County to meet with residents who were wholly unaware of the November 23 deadline for filing a Proof of Loss, and whose NFIP claims have clearly received inadequate attention from assigned NFIP adjusters. Residents were lined up at 8:00am to speak with a FEMA representative (Russ Tinsley) who was also on-site; many waited in line for hours throughout the day, and some were turned away at the end of the day, despite another FEMA representative joining Mr. Tinsley in the afternoon.

I look forward to a prompt and favorable response in support of affected North Carolina victims.

Very truly yours,



Wayne Goodwin
Commissioner of Insurance

Cc: The Honorable Beverly Perdue
The Honorable Richard Burr
The Honorable Kay Hagan
The Honorable G.K. Butterfield
The Honorable Walter Jones
The Honorable Mike McIntyre
Eastern North Carolina Legislators