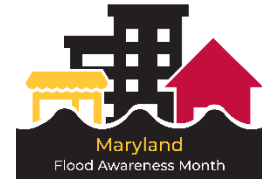


Flood Insurance Forum – April 20, 2021



Welcome and Overview of the Event – Insurance Commissioner Kathleen Birrane

Procedures for the Event – Craig Ey, Director of Communications

Concurrent Breakout Session #1 – 1:15 pm – 1:55 pm

1. Overview of NFIP policies – what they cover – Donald Waters, Chief, Claims Branch, FEMA
2. What you should know about flood maps and how they impact your insurance premium – Kevin Wagner, Community Assistance Program Manager, Water and Science Administration, Maryland Department of the Environment
3. Private insurance and surplus lines option for coverage for flooding and what Commercial policies cover for flooding – Robert Baron, Associate Commissioner for Property & Casualty
4. Producer licensing and Continuing Education questions related offering flood insurance – Erica Bailey, Associate Commissioner for Compliance and Enforcement; Lorelei Brillante, Customer Service Supervisor/Education Analyst; and Shelley Taylor-Barnes, Director of Producer Licensing
5. What your homeowners, renters and auto policy will cover for water damage – Mary Jo Rogers, Supervisor, CEAU; James Mobley, Outreach Coordinator, CEAU; and Guadalupe Gomez, Bilingual Outreach Staffer, CEAU
6. Insurance preparedness tips (including how to make a personal property inventory), important steps to take when filing a claim and what to expect during the claims process – Cheryl Kouns, Insurance Specialist, CEAU; Patricia Dorn, Outreach Staffer, CEAU

15-minute Break

Enjoy these videos during the break:

Flood Insurance Tips
Maryland Flood Awareness Month
Do I Need Flood Insurance?
Flood & Homeowners Insurance
Why You Should Consider Purchasing Flood Insurance

Concurrent Breakout Session #2 – 2:15 pm - 3:00 pm

1. Overview of NFIP policies – what they cover – Donald Waters, Chief, Claims Branch, FEMA
2. What you should know about flood maps and how they impact your insurance premium – Kevin Wagner, Community Assistance Program Manager, Water and Science Administration, Maryland Department of the Environment
3. Private insurance and surplus lines option for coverage for flooding and what Commercial policies cover for flooding – Robert Baron, Robert Baron, Associate Commissioner for Property & Casualty
4. Producer licensing and Continuing Education questions related offering flood insurance – Erica Bailey, Associate Commissioner for Compliance and Enforcement; Lorelei Brillante, Customer Service Supervisor/Education Analyst; and Shelley Taylor-Barnes, Director of Producer Licensing
5. What your homeowners, renters and auto policy will cover for water damage – Mary Jo Rogers, Supervisor, CEAU; James Mobley, Outreach Coordinator, CEAU; and Guadalupe Gomez, Bilingual Outreach Staffer, CEAU
6. Insurance preparedness tips (including how to make a personal property inventory), important steps to take when filing a claim and what to expect during the claims process – Cheryl Kouns, Insurance Specialist, CEAU; Patricia Dorn, Outreach Staffer, CEAU

One-on-One Breakout Rooms – 3:00 pm - 3:30 pm