

James A. Sadler, CPCU, AIC
Director of Claims
National Flood Insurance Program
DHS/FEMA/Mitigation Directorate - Risk Insurance Division
Claims and Appeals Branch

Employed by the Federal Emergency Management Agency within the Federal Insurance Administration since July 9, 2007. 2008 will mark the 40th year of Property and Casualty Insurance experience. A consultant to FEMA and the P& C insurance industry and as claims vice president to the NFIP Servicing Agent that oversees the NFIP Direct Insurance Program. More than 29 years claims and management experience with the American Mutual Fire Insurance Company and its progeny, Unisun Insurance Company including increasingly responsible roles within the company's NFIP Write Your Own program.

As the NFIP's Director of Claims:

- Manages all aspects of the NFIP claims function, by directing, developing, and coordinating claims activities within established goals and policies. This includes claims generated by 5.4 million policies with in-force insurance exceeding \$1 trillion
- Provides claims direction to a complex network of stakeholders and partners that includes over eighty-eight (88) private insurance companies, the NFIP Servicing Agent, and various independent claims adjusting firms
- Presents the Division's NFIP claims position at various meetings, conferences, and to Congressional staff
- Serves as chief subject-matter advisor to DHS/FEMA regarding NFIP claims
- Visits flood damaged areas to provide operational and technical guidance to the NFIP Flood Response Office and WYO company catastrophe offices, attend post-storm adjuster workshops, and resolve NFIP Bureau and Statistical Agent, NFIP Servicing Agent, or WYO company' claims issues
- Visits the Federal Coordinating Officer of the Disaster Field Office to address flood insurance claims issues and represent DHS/FEMA/Mitigation/Risk Insurance at town-hall meetings or other briefings
- Manages the NFIP appeals process

Bachelor of Science Degree in Business Administration from The Citadel in Charleston, South Carolina and the Chartered Property Casualty Underwriter (CPCU) and Associate in Claims (AIC) professional designations from the American Institute for Chartered Property Casualty Underwriters and the Insurance Institute of America, respectively.