

FLOOD FACTS

A newsletter for agents of American Bankers Insurance Company of Florida and American Reliable Insurance Company.



ASSURANT
Specialty
Property

August 2005

2005 Western Pacific Hurricane Names

Adrian, Beatriz, Calvin, Dora, Eugene, Fernanda, Greg, Hilary, Irwin, Jova, Kenneth, Lidia, Max, Norma, Otis, Pilar, Ramon, Selma, Todd, Veronica, Wiley, Xina, Zelda.

2005 Atlantic, Caribbean Sea & Gulf of Mexico Hurricane Names

Arlene, Bret, Cindy, Dennis, Emily, Franklin, Gert, Harvey, Irene, Jose, Katrina, Lee, Maria, Nate, Ophelia, Phillipe, Rita, Stan, Tammy, Vince, Wilma.

Holiday Schedule

Our office will be closed in observance of the following holidays:

Labor Day, Sept. 5
Thanksgiving, Nov. 24-25
Christmas, Dec. 26

AccessFlood Training 2005

The Flood Service Center is committed to providing the best training programs to our agents. Have you signed up to have an AccessFlood training class? It won't take more than 1.5 hours. The class is conducted via Web training. No one has to leave the office. What could be better? Call to schedule a training session and let us help you write more FLOOD business.

Contact Darlene Terry – darlene.terry@assurant.com

Credit Card Payments

American Bankers and American Reliable are pleased to accept Visa, MasterCard, American Express and Diners Club Card for new business, renewals and endorsements.

New Business and Endorsements: Once you have completed the signed new business application or endorsement request and applied the credit card for payment, (along with any additional required documentation) MUST be faxed, within 24 hours, along with a cover page, to the Flood Service Center at (480) 483-1675 for completion.

Renewals: The renewal is automatically completed once you apply the credit card information on the policy billing option in AccessFlood – no additional documentation is needed. If the credit card information cannot be approved, you will receive a message – otherwise the payment has been processed.



How many policies did the NFIP have in-force in May 2005?

Answer: 4,599,836

Info provided by www.fema.gov/nfip

Contact Information

**New Business Applications,
Rollovers,
Endorsements,
Cancellations,
Other Correspondence,
Overnight Mail and
Contact Information**

American Bankers Insurance
Company of Florida

American Reliable Insurance
Company

Flood Service Center
8655 E Via De Ventura
Scottsdale, AZ 85258

Phone

1-800-423-4403

Fax

480-483-1675

480-607-0739

E-mail

flood.service.center@assurant.com

Hours of operation

Mon-Fri 5:30am-4:30pm MST

Claims

Phone

1-800-245-1505

Fax

1-800-224-4170

Hours of operation:

Mon-Fri 5:30am-5:00pm PST

Lockbox Address for Renewal Payments Only

American Bankers Insurance
Company of Florida

American Reliable Insurance
Company

PO Box 8437

Philadelphia, PA 19101-8437

Flood Retention Newsletter

The newsletter "The Flood Zone" will be mailed with renewal notices to policyholders beginning October 2005 for January 2006 renewal bill offers. The focus of the newsletter is Flood retention and includes facts, statistics and other items of interest that are being used to encourage policyholders to renew their Flood policies.

Missing Information

Missing information on applications and endorsements will delay the issuance of your policy declarations. Listed below are some of the most common items that we request in order to complete processing:

- Part 2 of the application. This is required on all applications rated with an elevation certificate.
- In completing the Part 2 of the application, please remember to give the enclosure square footage, if applicable.
- If you have an older elevation certificate that does not show the number & size of vents, you may want to print off the Application Part 2 from the American Bankers/ARIC Info link as it gives you the fields to input this required info.
- If the elevation certificate shows an elevation for a garage, we will need the square footage of the garage as well as the venting information. Again, you may want to print off the Application Part 2 from the American Bankers/ARIC Info link as it gives you the fields to input this required info.
- For the Residential Condominium Building Association Policy, two photographs and replacement cost documentation are required items. The replacement cost document must include the cost of the foundation.
- For Preferred Risk Policies, a copy of the flood zone determination, elevation certificate, or letter from community official, etc. must be attached to the application.
- Agent signature and date on application or premium-bearing endorsement.
- For those agents that have an account sweep (ACH), the signed application or premium-bearing endorsement must be faxed to the Flood Service Center within 24 hours.