

FLOOD FACTS

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



ASSURANT
Specialty
Property

November 2005

Claims Information

American Bankers Insurance
Company of Florida
American Reliable Insurance
Company

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

Phone

1-800-245-1505

Fax

1-800-224-4170

Hours of operation:

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

Question:

What is the quickest way to submit a new claim?

- a) Fax
- b) Phone
- c) AccessFlood

Answer:

c) **AccessFlood**. Since the insured's policy information is automatically entered into the claim form and the claim is sent directly to our Claims Department, this saves you time!

If you need help to submit a claim via AccessFlood, call the Flood Service Center at 1-800-423-4403.

Is Hurricane Season Over Yet?

Hang in there...the season ends at the end of November. What a couple of years it has been! Our adjustors continue to try and contact your insureds regarding their claims. Please make sure to let us know valid phone numbers and new addresses. This also includes your agencies mailing address and phone number. Please keep us updated! If you have an address or phone number change, please e-mail us at:

flood.service.center@assurant.com

Please include a name, policy number or agency code to help us identify the change.

Our claims adjustors are working hard to ensure your customers get the best service possible.

Return Mail

We have been receiving a lot of returned mail from the hurricane-affected areas. Please help us to get the mail to you and your insureds. Commission check questions? Cashed or lost? Let us know!

If we do not have your new agency mailing address or phone number, we want to hear from you! If you have updated information regarding an insured's new mailing address, please send us that info also.

flood.service.center@assurant.com

AccessFlood Web Training

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

Contact Information

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

American Bankers Insurance Company
of Florida

American Reliable Insurance Company

Flood Service Center

8655 E Via De Ventura

Scottsdale, AZ 85258

Flood Service Center

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

Lockbox Address for Renewal Payments Only

American Bankers Insurance Company
of Florida

American Reliable Insurance Company

PO Box 8437

Philadelphia, PA 19101

If you have any questions regarding this
FloodFacts, please call or e-mail

Darlene Terry at

800-423-4403, Ext 398,

darlene.terry@assurant.com

Download Update

To continue to improve the services and systems we offer our agents, we have developed the capability to download flood policy data from our Access Flood online system to some of the most popular agency management systems. Basic flood underwriting data such as Policy Number, Premium Amount, Amount of Insurance, Property Address, Flood Zone, Community Number, etc. can be downloaded into your agency management system. It's easy and convenient! Data exchange is currently available for the following systems:

- Applied Management Systems – Version TAM 7.1.1 and above
- Doris Insurance Systems – All versions
- InStar Corporation – Version SR8.1
- SEMCI Partner
- AMS Sagita
- Quickfile
- Eclipse

When you first logon to AccessFlood, notice the link at the bottom of the home page, "**New Setup Requests for Agency Interface (Download)**". This link will give you the opportunity to e-mail for more information.

FloodFacts by Email Only as of Dec. 1st

If you received this issue via fax, please remember the December issue will be the last issue faxed. We need to receive your e-mail address. Don't delay! The monthly Flood Facts is your tool to keep up with all the changes in the National Flood Insurance Program. Please email the Flood Service Center to let us know your valid email address.

flood.service.center@assurant.com

one more thing....

Please make sure and fax over a signed application, zone determination and any other documentation used for rating, if you have paid online via **Credit Card** or **ACH**. We must receive the fax before the underwriting department can release the policy to be processed. Our fax number is 480-483-1675.