

FLOOD FACTS

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



ASSURANT
Specialty
Property

November 2005

Contact Information

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

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

SPECIAL EDITION

At this time, all NFIP claim payments have been temporarily placed on hold pending the passage of the appropriation (Funding) bills that are currently in the House of Representatives and the Senate.

We are confident that Congress will appropriate the funds needed to pay all policyholders for their damages and are hopeful that this will be accomplished before the holiday break.

Please use the following information to help with questions regarding renewing or canceling a Flood Policy when a Flood claim has been filed.

Please call the Flood Service Center at 800-423-4403 with any questions.



Claims Information

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American Reliable Insurance
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**If you have any questions
regarding this Flood Facts,
please contact:**

Darlene Terry

1-800-423-4403 x398

darlene.terry@assurant.com

Extension of the Grace Period for Flood Renewal Payments- Katrina

Properties located in the State of Louisiana, Mississippi and Alabama only!

The NFIP issued a bulletin on September 2, 2005 to extend the 30-day grace period for an additional ninety (90) days. This extension is applicable to all policies with a grace period ending August 27, 2005, through November 27, 2005. **For example**, for a policy with a grace period ending on September 9, 2005, the renewal premium payment would have to be received on or before December 8, 2005. As to a policy with a grace period ending date of November 28, 2005, or later, the normal 30-day grace period will apply for receipt of the renewal premium payment.

Extension of the Grace Period for Flood Renewal Payments - Rita

Properties located in the State of Texas only!

The NFIP issued another bulletin on October 5, 2005 to extend the grace period for any flood policies written on properties located in the State of Texas. Renewal provisions are waived to provide that the 30-day grace period for receipt of the renewal premium payment after a policy's expiration date is extended for an additional ninety (90) days. This extension is applicable to all policies within a grace period ending September 24, 2005, through December 22, 2005. **For example**, for a policy with a grace period ending on October 20, 2005, the renewal premium payment would have to be received by the NFIP Insurer on or before January 18, 2005. As to a policy with a grace period ending date of December 23, 2005, or later, the normal 30-day grace period will apply for receipt of the renewal premium payment.

**** It should be kept in mind that no claim that occurs after the expiration date, is payable unless the renewal premium is actually received by American Bankers or American Reliable on or before the last day of the grace period as extended by this waiver.**

Do you receive your Flood Facts via fax machine?

December 1, 2005 is the deadline for switching from fax to e-mail. Please e-mail your current fax number and new e-mail addresses to the following address:

flood.service.center@assurant.com

We will delete your fax number and start sending the Flood Facts via e-mail.

Don't delay!

Cancellation Clarification

We are receiving many cancellation requests on properties located in the devastated hurricane areas. If an insured requests to cancel their flood policy, please keep in mind the NFIP rules. A complete listing of cancellation reasons and required documentation can be found in the NFIP Manual (www.fema.gov/nfip).

FAQ's:

- 1) Can a policy be cancelled before a claim has been closed?
 - a. **No, an active policy cannot be cancelled when there is an open claim.**
 - b. **When the claim is closed, for reason #1 the following documentation is required:**
 - a) **Cancellation request signed by the agent and insured**
 - b) **Acceptable documentation**
 - 1) **Proof of Loss**
 - 2) **Proof of building sold**
 - 3) **Proof of demolition**

**** PLEASE PROVIDE THE INSURED'S NEW ADDRESS ON THE CANCELLATION REQUEST ****

- 2) The Insured has a total loss and are rebuilding at the same location, what does the agent need to do? Endorse the current policy or write a new policy?
 - a. **Cancel the existing policy and submit a new application, with all supporting documentation.**

We understand different situations arise and we encourage you to call the Flood Service Center for requirement clarifications.