



2005 Atlantic, Caribbean Sea & Gulf of Mexico Hurricane Names:

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

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 National Flood Conference (May 31 - June 3)

- [On-line conference registration](#)
- [Conference registration brochure](#) -- 577 KB, [text version](#) -- 25 KB
- **New this year** - **NEW**
Marco Island Marriott
online room reservation
for Non-FEMA/DHS
Employees

What are you doing at O'dark 30?

The Flood Service Center will be available to service your flood inquires from 5:30 a.m. to 4:30 p.m., Mountain Standard Time, beginning Monday, May 9, 2005. Due to the overwhelming demand we're changing our hours to accommodate our agents' needs. We appreciate your feedback and look forward to continued communication.

Turn on your computer and step into the classroom!

Web conferencing services allow multiple attendees to participate in meetings using only their computer, a phone, and an Internet connection. Students can swap ideas, mark up files and collaborate using whiteboards while in the comfort of their own office. Web Cast classes are designed to maximize productivity by integrating the convenience of a conference call with the benefits of an in-person meeting. Sound good? Let me know how you feel about this opportunity to gain CE credits and AccessFlood system training while sitting at your computer. I want to hear from you! Contact me, Darlene Terry, directly at 1-800-423-4403 x398 or darlene.terry@assurant.com.

Replacement Cost Updating

It is strongly advised that you obtain updated replacement cost values on a yearly basis for those clients occupying the insured dwelling as their principal residence. If it is determined at the time of loss that the dwelling is less than 80% insured to value (including the cost of foundation), the claim will be settled on an Actual Cash Value basis unless the policy is carrying the maximum available limit of \$250,000 for a dwelling. *Don't leave yourself open to an E&O exposure!* Update your files today and notify the Flood Service Center by submitting an endorsement with the additional premium necessary to increase the policy limit. Remember that an increase in coverage has a 30-day waiting period from the date of premium receipt unless required by the mortgagee.

Credit Card Payments via Phone

American Bankers and American Reliable can only accept Visa, MasterCard, American Express, and Diners Club Card for new business, renewals and endorsements. The "Credit Card" payment form is available via AccessFlood in forms under the "Help" menu. It is required that the statement on the bottom of the credit card form be read to the insured and write "Authorized Via Phone" in lieu of a credit card holder signature. Please advise your clients that the credit card statement will reflect "WYO FEMA" when the charge is applied. There have been instances where the insured has disputed the charge because they did not recognize the name. If the payment is disputed the transaction may not be processed.

**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/
1-800-742-6837

Fax:

480-483-1675/
480-607-0739

Email:

Flood.Service.Center@Assurant.com

**Lockbox Address for
Renewal Payments**

American Bankers Insurance
Company of Florida
American Reliable Insurance
Company
PO Box 8437
Philadelphia PA 19101-8437

Holiday Schedule:

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

Memorial Day, May 30th
Independence Day, July 4th

Please Note: Our office will
be closed 11:00am to 1:00pm
MST, May 17th for a
departmental appreciation
lunch. You will have the
option to leave a voicemail
during this time.

NFIP Grandfathering Rules

To recognize policyholders who have built in compliance with the FIRM and/or remained loyal customers of the NFIP by maintaining continuous coverage, FEMA has "Grandfather rules." These rules allow such policyholders to benefit in the rating for that building. For such buildings, the insured would have the option of using the current rating criteria for that property or having the premium rate determined by using the BFE and/or flood zone on the FIRM (old map) in effect when the building was originally constructed (for those built in compliance) or when coverage was first obtained (for those with continuous coverage). This may be a cost savings to insureds when the new map would result in a higher premium rate. Conditions that must be met for an insured to be eligible to receive the rating benefit from the "Grandfather rules" after a map revision (new map) becomes effective are described in the Flood Insurance Manual on pages RATE 22 and Rate 23.

Does Your Customer Need to Buy a Flood Insurance Policy?

When your customers ask about flood insurance, what do you say? Do you advise them that if their home or building is not in a Special Flood Hazard Area (A or V zones) that they don't need to buy a Flood Insurance Policy or perhaps you tell them they are not eligible to purchase Flood Insurance? **We hope not!** Flood Insurance is available for buildings within any community that participates in the National Flood Insurance Program with a few exceptions. For buildings located in Non-Special Flood Hazard Areas (B, C or X zones) this does not mean that there is no flood risk. According to FEMA, between 25% - 30% of NFIP flood claims are filed by customers living in the Non-Special Flood Hazard Areas. To check if a community participates, log onto AccessFlood and under "View/Update" choose "Community". From there you can type in the community name or number for their status in the National Flood Insurance Program. **Your customers will thank you when the water starts to rise!**

Non-Premium Endorsements

An AccessFlood User ID and Password is all that is required to make non-premium bearing changes to policies on-line. The Non \$ Endorsement option allows you to change the Insured Mailing Address, direct Bill Instructions, Loan numbers and Mortgagees. If you are not yet using AccessFlood on-line, contact the Flood Service Center for set-up.