

FLOOD FACTS

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



ASSURANT
Specialty
Property

October 2005

Claims Information

American Bankers Insurance
Company of Florida

American Reliable Insurance
Company

Flood Claims 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

Please call the **Flood Service Center** if you need help entering a new loss in the Access Flood system. 1-800-423-4403

What are some of the websites a Katrina or Rita, survivor can get information regarding help from FEMA?

www.fema.gov

www.firstgov.gov

www.stormaid.com/main.html

www.iiaba.net/LA

www.pianet.com

CLAIMS

The hurricanes just keep on coming...Dennis, Katrina and now, Rita. Help our adjustors contact your insureds. Please make sure to let us know valid phone numbers and new addresses for the evacuees. If you have an address or phone number change, please e-mail us at:

flood.service.center@assurant.com

Please include a name and policy number to help us identify the insured. Our claims adjustors are working hard to ensure your customers get the best service possible.

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 29, 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. This extension is currently only for losses due to Katrina. If you have any questions, please give us a call at the Flood Service Center (800) 423-4403.

AccessFlood System Outage

AccessFlood will be down on Friday, Saturday and Sunday (October 7, 8 and 9). During that period AccessFlood will be available for Inquiry Only, except for Sunday, which the system will be completely down for the standard weekly maintenance.

On Monday morning, October 10th, the system will be back to normal.

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

Let's talk about Quoting...

While entering a quote, keep these helpful hints in mind:

- 1) The zone field is three characters for numbered A and V zones. Enter the zone as "A03" not "A3". If entered incorrectly, it will not give you a rate but will tell you that the policy is a submit for rate.
- 2) Replacement Cost **MUST** be entered. It will give you an error if you do not enter date in this field.
- 3) Always save your quote before you calculate it. This is a protection against accidentally losing the information and having to reenter.
- 4) If you are quoting a Preferred Risk Policy, please attach a copy of the flood zone determination to the signed application along with the full premium.

Flood Insurance Reform Act 2004

Effective October 1, 2005, all new and renewal policies processed on or after October 1, 2005 will receive additional consumer information from:

American Bankers Insurance Company of Florida (ABIC) and American Reliable Insurance Company (ARIC):

- 1) Cover Letter: A cover letter will now be included informing policyholders of the additional information being sent to them.
- 2) Summary of Coverage: This document was prepared by the NFIP to help policyholders understand their Flood Insurance Policy. It provides general information about deductibles, what is and is not covered by flood insurance, and how items are valued at time of loss. A copy of the Summary of Coverage can be found in AccessFlood under "Links", "American Bankers Info" or "American Reliable Info" and "Forms".

IMPORTANT INFORMATION:

The last two pages of this flood facts are a complete employee listing of the Flood Service Center and the Claims Department. Please distribute within your office and keep handy for reference.

Statistics from the FloodSmart.gov website:

- Floods are the #1 most common natural disaster in the United States
- In the past 10 years (1995-2004) the average flood losses in the US were \$867 million per year
- The average premium for a yearly flood insurance policy is around \$400
- 20 to 25 percent of all flood insurance claims are filed in low to moderate –risk areas

FEMA will be mailing the following directly to the Insured:

- 1) ****Claims Handbook:** This document has been prepared by FEMA to assist policyholders through the process of filing a claim and appealing the decision of their claim, if necessary.
- 2) **History of Flood Losses:** A history of flood losses that have occurred on the policyholder's property, as contained in FEMA's database. Please note that due to privacy laws, ABIC and ARIC will not have access to this information.
- 3) **Acknowledgement Letter:** The Acknowledgement Letter is to be signed by the insured and returned to FEMA. A self-addressed envelope will be provided.

****Claims Handbook:** This booklet will also be mailed to policyholders at the time of a loss from ABIC or ARIC along with the Loss Acknowledgement letter. Copies are available in Access Flood under "Links", "ABIC Info" or "ARIC Info" and "Forms".

Please take the time to review the "Summary of Coverage" and the "Claims Handbook" prior to your customers receiving their copies. We are expecting a lot of questions from our Agents and will be providing a special Web training class to review these documents.

Please contact Darlene Terry – darlene.terry@assurant.com or call 1-800-423-4403 x398 to schedule a time for the Web training.



FLOODSMART.GOV

Have you taken time to check out this website? If not, you are missing out on the NFIP Agent Referral Program. It helps to connect prospective customers with agents. Consumers call the NFIP Call Center or select Find An Agent on FloodSmart.gov. They are then referred to the agent closest to their address. This free lead can only reach you, if you are a registered agent at FloodSmart.gov. Also, there is an Agent Co-Op Program available. The program offers you a way to distinguish yourself among your competitors. They will work with you to support your advertising efforts: through reimbursed advertising dollars, a national marketing campaign, creative assets and downloadable ad templates.