

FLOOD FACTS

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



ASSURANT
Specialty
Property

September 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?

- Fax
- Phone
- Access Flood

Answer:

c) **Access Flood.** 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 @ 1-800-423-4403.

CLAIMS

Since most insureds are unable to stay in their homes during a flood – don't forget to ask them for updated "contact" information to submit with their claim. Please note the sidebar contains all of our claim contact information.

Urgent "NEW" Information to Insureds

Effective October 1, 2005, all new and renewal policies processed on or after October 1, 2005 will receive additional 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", "ABIC Info" or "ARIC Info" and "Forms", starting September 9, 2005.

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.**

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

- 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 will be available in Access Flood under "Links", "ABIC Info" or "ARIC Info" and "Forms", starting September 9, 2005

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.

Condo Owner/RCBAP Effective Date

When submitting an application for a Residential Condominium Building Association Policy (RCBAP), remember that the 30-day waiting period CANNOT be waived for individual unit owner mortgagee requirement. Per the General Rules section of the NFIP manual (page GR 8, C. Effective Date, paragraph 5.) the only time the waiting period can be waived on an RCBAP is when the condominium association is required to obtain flood insurance as part of the security for a loan under the name of the condominium association. Solution? Complete an application in the name of the unit owner (single family dwelling). If lender required, the effective date is the date of the loan closing. Once the RCBAP is effective, the unit owner's policy may be cancelled using Cancellation reason #10 effective the date the RCBAP became effective. A copy of the RCBAP declaration and the value of the unit will be required with the cancellation request.

Credit Card Online Processing

Are you paying your new business applications or endorsements online using credit cards?

Please fax us the signed application and all documentation with 24 hours of paying the policy. If you processed an endorsement, please make sure you fax a cover sheet and the signed endorsement form. Our fax number is listed on the sidebar. Please include a cover sheet and indicate that the transaction was paid with a credit card.

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 Fact via e-mail.

Don't delay!

Special Edition Flood Facts- August 23rd

If your agency has **never** written any flood business with Fidelity National Insurance Company, please disregard the Special Edition Flood Facts you received in late August. It only applies to agents that have written flood policies in the past, with that company. Questions?

Please call Patricia Mulvania - patricia.mulvania@assurant.com or call 1-800-423-4403 x272. A copy of the Special Edition Flood Facts can be found in AccessFlood under "Links", "Flood Facts".

Manual Changes – October 1, 2005

The October 2005 revisions to the NFIP Flood Insurance Manual have been posted on the FEMA web site: http://www.fema.gov/nfip/manual10_05.shtm.

Those of you with manual subscriptions should receive your printed or CD-ROM copies from the FEMA Map Service Center soon.

The following are highlights of the October revisions:

- Clarifies the correct Flood Insurance Rate map to use when completing an application for flood insurance (APP, PRP sections)
 - Reformats the introductory text of the Lowest Floor Guide section to clarify determination of the lowest floor and use of the Elevation Certificate as related to specific flood zones and building characteristics. (LFG section)
 - Adds language noting the optional use of the Elevation Certificate in buildings without a basement or enclosure in unnumbered A zones. (RATE, CONDO, LFG sections)
 - Clarifies the description of a crawl space. (RATE, LFG section)
 - Adds guidelines for converting a standard policy to a Preferred Risk Policy due to a map revision. (PRP section)
 - Adds new cancellation/nullification reason code 24 for cancel/rewrite due to a map revision, Letter of Map Amendment, or Letter of Map Revision. (CN section)
 - Updates the Coastal Barrier Resources System List of Communities (CBRS section)
 - Updates the Community Rating System Eligible Communities list (CRS section)
 - Updates the Index. (IND section)
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