



August 2006

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

Claim status, please call:

1-800-245-1505

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

Prior Loss History

Please remind your clients how important it is to keep adequate records to document the repairs that have been completed on property after a flood loss. Receipts and documents should be kept in a safe place and should be removed in the event of an evacuation.

Under the National Flood Insurance Program all prior losses are required to be investigated, which includes obtaining documentation from the property owner verifying that prior damages were repaired. If a second loss is incurred and prior damage repairs cannot be verified either by inspection or documentation, the prior damage areas will be denied coverage.

Remember, flood history remains with the property, not the owner! Buyers should request copies of the repair documents from the seller prior to purchasing a property that has had a prior flood loss.

Non-Renewal Requests

The NFIP requires that all of the renewal notices that would normally be sent during a billing cycle be mailed. If an insured requests that their policy be non-renewed, the bills will still be issued. The request to non-renew will be imaged in the event the policy does get paid. A copy of the request in image would justify canceling the policy if it does get paid for reason #13, requested prior to effective date. If an insured is no longer required to have flood insurance they should can disregard the renewal notices.

Money Endorsements

Coverage cannot be increased unless a written request is received with premium. Endorsements can be processed via credit card or ACH however the endorsement will not clear until an underwriter receives the written request and updates the policy. Remember to fax or mail a copy of your endorsement to the Flood Service Center!

Contact Information

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

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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

2006 Holiday Schedule – Flood Service Center

Our office will be closed on the
following days:

September 4 – Labor Day

November 23 – Thanksgiving

November 24 – Day after
Thanksgiving

December 25 – Christmas Day

Residential Condominium Owners Brochure Now Available!

Considerations for Residential Condominium Unit Owners: this new brochure has guidelines to assist the residential condominium unit owner in purchasing flood coverage for their unit under the Dwelling Policy. It also gives useful information about what is and what is not covered under a unit owner's Dwelling Policy. These brochures can be ordered by going to AccessFlood, Links (under the blue headings), American Bankers or ARIC Info (on the drop-down menu) and clicking on the Supply Order Form link at the bottom of the page. Print off the form, indicate the number of brochures needed and fax back to the Flood Service Center at (480) 483-1675 or (480) 607-0739.

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. Call to schedule a training session and let us help you write more FLOOD business.

AccessFlood: This class is approximately 1 hour (no CE Credits available) and is conducted via Live Meeting. Live Meeting is a web training tool that allows you to actively participate during the training class. To schedule a class, or if you have any questions, please contact: Jayne Stotts at 800-423-4403 x346, by email: Jayne.Stotts@Assurant.com or Holly Lindberg at 800-423-4403 x364, by email: Hollyrae.Lindberg@Assurant.com

Continuing Education: The Fundamentals of Flood Insurance class is 4 hours (4 CE Credits) in most states. We also have an Advanced Flood Insurance class that is 4 hours (4 CE Credits). For more information on our CE Classes, please contact, Patty Latshaw @ 800-423-4403 x520 or by email: Patricia.Latshaw@Assurant.com.