

# FLOOD FACTS

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



ASSURANT  
Specialty  
Property

October 2006

## 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

### 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.

[www.floodsmart.gov](http://www.floodsmart.gov)

An official site of the  
National Flood Insurance  
Program (NFIP)

**WATERMARK** is published 3  
times a year by the National  
Flood Insurance Program  
(NFIP). The current issue  
and selected back issues of  
*Watermark* are available at:

[www.fema.gov/business/nfip/wm.shtm](http://www.fema.gov/business/nfip/wm.shtm)

## NEW WEBSITE!!!!

[www.abicaricflood.com](http://www.abicaricflood.com)

**American Bankers Insurance Company of Florida / American Reliable Insurance Company have a new website!!**

Need to contact us? Need forms or brochures? Looking for a Link to the National Flood Insurance Program? Need an address for mailing new applications and/or renewals? You can find this and more on the website. Easy to find and easy to use! [www.abicaricflood.com](http://www.abicaricflood.com)

**Flood Facts Available at [www.abicaricflood.com](http://www.abicaricflood.com).**

Effective January 2007 the Flood Facts will be available on the new website at [www.abicaricflood.com](http://www.abicaricflood.com). A copy will no longer be sent to individuals via email.

## Severe Repetitive Loss Program

Announced in the National Flood Insurance Program (NFIP) changes effective October 1, 2006 is the implementation of the Severe Repetitive Loss (SRL) Program. The SRL group consists of any NFIP insured property that has met at least one of the following paid *flood* loss criteria since 1978, regardless of ownership:

1. Four or more separate flood claim payments of more than \$5,000 each (including building and contents payments); or
2. Two or more separate flood claim payments (building payments only) where the total of the payments exceeds the current market value of the property.

In either case, two of the claim payments must have occurred within 10 years of each other. Multiple losses at the same location within 10 *days* of each other are counted as one loss with the payment amounts added together. Policies that renew on or after January 1, 2007 and meet the criteria listed above will be transferred to the NFIP's Special Direct Facility (SDF). The companies will notify the policyholders, agents and lenders 90 days before the expiration of the policy. The agent of record will remain in that capacity while the policy is in the SDF.

Policies that are effective on or after November 1, 2006 that are currently written as a Repetitive Loss Property through the SDF and that do not meet the criteria for a Severe Repetitive Loss Property will be identified by the NFIP and SDF. The Special Direct Facility will notify the policyholder, agent and lender at least 90 days prior to the renewal date and inform them that the policy must be issued through a Write Your Own company or the NFIP Servicing Agent.

## Contact Information

### New Business Applications, Rollovers, Endorsements, Cancellations and Other Correspondence

American Bankers Insurance  
Company of Florida

American Reliable Insurance  
Company

Flood Service Center  
PO Box 4337

Scottsdale, AZ 85261-6099

### 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](mailto: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

Our office will be closed on the  
following days:

November 23 – Thanksgiving

November 24 - Thanksgiving

December 25 – Christmas Day

## FEMA Information Resource Library

The FEMA Information Resource Library is now live and accessible from FEMA's website homepage [www.fema.gov](http://www.fema.gov) (bottom right near the Photo Library). It is a searchable, web-based collection of all publicly accessible FEMA information resources, including: CDs, DVDs, VHS tapes, audio tapes, disability resources, posters and display items, brochures, publications, guidance and policy papers, program regulations and guidelines, forms, PowerPoint presentations, and some documents.

The Resource Library allows users to better locate, download, save, and print items from the website:

1. Use the links on the left of the screen to locate the resources;
2. Choose each item you want to be placed in "My Bookshelf"; and
3. Click on the left navigation button, "My Bookshelf," to start the check-out process.

## Replacement Cost Value (RCV)

RCV is required on all applications unless requesting "contents only" coverage. If the message **ERROR ON PAGE** appears on the screen, use normal company practice to estimate the replacement cost value and enter the value in the space provided on the application. Include the cost of the building foundation when determining the replacement cost value.

## New Application Checklist

- Application signed and dated
- Loan close date and mortgage address included
- Flood Zone Determination included with PRP application
- Copy of elevation certificate included if required for rating
- Photos and Replacement Cost Estimator included with RCBP application
- Premium

## Contact Information

### New Business Applications, Rollovers, Endorsements, Cancellations and Other Correspondence

American Bankers Insurance  
Company of Florida

American Reliable Insurance  
Company

Flood Service Center

PO Box 4337

Scottsdale, AZ 85261-6099

### 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](mailto: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

Our office will be closed on the  
following days:

November 23 – Thanksgiving

November 24 - Thanksgiving

December 25 – Christmas Day

## Changing Deductibles

Deductibles cannot be reduced mid-term, unless required by the mortgagee and written authorization is provided by the mortgagee. A 30-day waiting period will apply unless the request to reduce the deductible is in connection with making, extending, or renewing a loan.

Deductibles can be increased at any time during the current policy term. The request to increase must be submitted in writing. There is no waiting period or additional documentation required to increase.

## 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](mailto:Jayne.Stotts@Assurant.com) or Holly Lindberg at 800-423-4403 x364, by email: [Hollyrae.Lindberg@Assurant.com](mailto: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](mailto:Patricia.Latshaw@Assurant.com).