



September 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.

## Flood Application Part 2

The Part 2 of the Flood Insurance Application is required for all Post-FIRM construction located in Zones A01-A30, AE, AH, AO, A, V01-V30, VE and V and for Pre-FIRM construction using optional Post-FIRM rating located in Zones A01-A30, AE, AH, AO, A, V01-V30, VE and V. Neglecting to provide the Application Part 2 when required will only delay or prevent the policy issuance. We *cannot* issue a policy for a Post-FIRM risk in the above listed zones without the Application Part 2. We recommend that you download and print off the Application Part 2 from AccessFlood by going to Links (in the blue header) and selecting either American Bankers Info or ARIC Info from the drop-down menu and clicking on Part 2 Form at the bottom of the screen. This Part 2 allows you to specifically address the venting information as it applies to attached garages and to other enclosures. If you need assistance completing the Application Part 2, please contact the Flood Service Center at (800) 423-4403.

## Coming Soon . . . Photo Requirements 2007

All new business applications, **for elevation-rated risks** with a **policy effective date of January 1, 2007**, or later must be submitted with at least two recent photographs that show the front and back of the building and are taken and dated within 90 days of the submission date. If the building is a split-level or has multi-level areas at ground level, at least two additional photographs showing views of both sides of the building must be submitted.

## 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 RCBAP application
- Premium

## Avoid Errors and Omissions

Get Education! Be ahead of the mandatory CE requirement. The flood program is complicated with many specialized rules. Take advantage of on-line education opportunities and get flood smart

Observe deadlines! Mail promptly to assure that the 30 day waiting period begins at the date of application.

## 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](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 – Flood Service Center**

Our office will be closed on the  
following days:

November 23 – Thanksgiving

November 24 – Day after  
Thanksgiving

December 25 – Christmas Day

Know the rules! There is no binding authority for flood coverage. Issue proper certification to banks and others. Only a licensed surveyor or engineer can complete and elevation certificate. There is no blanket coverage – only one building per policy.

Stay current! The flood manual changes every May and October. Look for the changes and learn what's new. Also, watch for bulletins on the web sites and information in *Watermark*.

Never say never! Everyone is in a flood plain – some are just more hazardous than others. Everyone can be flooded.

Get help! There is a lot of help available. Take advantage of the information offered by your WYO company; flood determination companies; CRS community officials and the *Floodsmart website*.

### **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).