

FLOOD FACTS

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



ASSURANT
Specialty
Property

August 2007

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

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)

Lockbox Moved

Our lockbox has been moved to Phoenix AZ. All renewals mailed will now reflect the new address noted below. Payments mailed to the previous lockbox address in Philadelphia, PA will be forwarded for processing.

Renewal Payments:

American Bankers Insurance Company of Florida
American Reliable Insurance Company
PO Box 29861
Phoenix AZ 85038-9861

Payments

The National Flood Insurance Program does not have a payment plan and all new business, renewals, and endorsement payments due are to be paid in full.

Flood Service Center Fax Number: 714 712-3842

**American Bankers Insurance Company of Florida / American
Reliable Insurance Company Website**

www.abicarciflood.com

E-mail Address

flood.service.center@assurant.com

“UPDATE” Continuing Education Requirements

**ILLINOIS, MARYLAND, NORTH CAROLINA, SOUTH CAROLINA AND
VIRGINIA AGENTS WHO HAVE TAKEN THE FEMA ON-LINE TRAINING
CLASS**

Agents in Illinois, Maryland, Virginia, and South Carolina who successfully completed the NFIP On-line Basic Agent Tutorial was delayed by privacy issues involving those States' use of the Social Security Number to identify agents' continuing education records. I am pleased to announce that the difficulties have been resolved and that all delayed CE Credit data for agents in those States have now been transmitted.

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 85261-4337

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

1-714-712-3842

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 29861

Phoenix, AZ 85038-9861

2007 Holiday Schedule

Our office will be closed:

- September 3 – Labor Day
- November 22 – Thanksgiving
- November 23 - Thanksgiving
- December 24 – Christmas Eve
- December 25 – Christmas Day
- December 31 – New Year’s Eve

The NFIP Bureau and Statistical Agent has notified the agents by e-mail that their course completion data has been sent to their States. FEMA expects that the agents' CE Credits will be posted to their records in the near future. No further action will be required of the agents.

In addition, North Carolina agents who successfully completed the on-line tutorial have been asked to edit their registration information for the tutorial to replace their State agent license number with their National Producer Number. When they have done so, a Certificate of Completion will be e-mailed to them for submission to the Department of Insurance along with the State-required fee.

Continuing Education Requirements

The following States are **taking various actions to establish training requirements for insurance agents who sell flood insurance**, as outlined in Section 207 of the Flood Insurance Reform Act of 2004. Please click on the link:

http://www.fema.gov/business/nfip/state_actions.shtm to read exactly what your State is requiring for training:

Alabama	Alaska	Arizona	Arkansas
California	Colorado	Connecticut	Delaware
District of Columbia	Florida	Hawaii	Idaho
Illinois	Iowa	Kansas	Kentucky
Louisiana	Maine	Maryland	Massachusetts
Mississippi	Missouri	Nebraska	Nevada
New Hampshire	New Jersey	New York	North Carolina
North Dakota	Ohio	Oklahoma	Oregon
Pennsylvania	Rhode Island	South Carolina	South Dakota
Tennessee	Texas	Utah	Virginia
Washington	West Virginia		

- **FEMA On-line Training:** These states have agreed to award three (3) continuing education credits to agents who successfully complete the course. Please see below under Training Options for more information.

TRAINING OPTIONS:

- American Bankers Insurance Company of Florida and American Reliable Insurance Company offer two different Flood Insurance Training Classes for our agents and producers:
 - The Fundamentals of Flood Insurance class is 4 hours (4 CE Credits) in most states.
 - 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.

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American Bankers Insurance Company of Florida

American Reliable Insurance Company

Flood Service Center

PO Box 4337

Scottsdale, AZ 85261-4337

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](#)

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- FEMA On-line Training (FREE):

To take the **free** FEMA online basic agent training, go to:

<http://training@nfipstat.com> and complete the registration form. Please note, the registration page may be confusing as it asks "Please list the top 3 Companies you represent" - this is where you are to put who you write your Flood Insurance through (American Bankers and/or American Reliable).

Also, you must successfully complete the mastery test at the end (you must receive a 70 or better to pass), the certificate does not state how many CE's will be provided. Please know that the States listed above are all approved for 3 CE Credits and consider those who successfully complete the mastery test fulfilling the minimum flood training requirements of section 207 of the flood insurance reform act of 2004. There is also an affidavit form that prints with the certificate - ONLY Alabama and Arkansas agents are required to complete this form.

FEMA will directly notify the State when you successfully complete the mastery test of the 3 CE credits.

[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. Call to schedule a training session and let us help you write more FLOOD business. Please contact: Holly Lindberg at 800-423-4403 x364, by email: Hollyrae.Lindberg@Assurant.com, Rebecca Burton at 800-423-4403 x353, by email: Rebecca.Burton@Assurant.com, David McAlpin at 800-423-4403 x267, by email: David.McAlpin@Assurant.com, or Jayne Stotts at 800-423-4403 x346, by email: Jayne.Stotts@Assurant.com.

Declaration Pages

Please review declaration pages as they are received to be sure that coverage is correct and that the insured is fully covered. Remember to offer both building and contents coverage and use the declination form that is provided on AccessFlood, our website: ABICARICFLOOD.com when the insured declines any amount of flood coverage offered.

Commissions

If your Agency is interested in Direct Deposit of commission checks please send an email to flood.service.center@assurant.com. Also, be sure to let the Flood Service Center know that you have or are planning to move from your current address. Commission statements and checks are often returned as undeliverable

The **[Flood Facts](#)** is available at www.abicarciflood.com