

FLOOD FACTS

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



ASSURANT
Specialty
Property

June 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)

Our Lockbox is Moving

Effective June 6, 2007 our lockbox will be moving to Phoenix AZ. All renewals mailed on or after June 6, 2007 will 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

Enhancements added to AccessFlood.

Preliminary Declaration Page

Once an application is paid online there is now an option to print out a Preliminary Declaration page, which can be used for closings in lieu of the application and premium. Our Underwriter's will still review the application documentation and they will make any necessary changes needed before allowing the final declaration page to issue.

Zone determinations

Zone determinations requested on AccessFlood are now processed by National Flood Research Inc. (NFRI). When a zone determination is complete the user will receive an email with the information pertaining to the zone. The email no longer contains copies of the zone determination form. This form as well as a copy of the map can be located on AccessFlood within the application under Actions → Documents → View FZD

Reminder - Photos

As of January 1 2007, photos are required for all elevation rated policies. We must receive clear digital or original color photos of the front and back of the building. They must be taken and dated within 90 days of submission. Photocopies and faxed copies are not acceptable unless we can clearly see the building for rating purposes.

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:

- July 4 – Independence Day
- September 3 – Labor Day
- November 22 – Thanksgiving
- November 23 – Thanksgiving
- December 24 – Christmas Eve
- December 25 – Christmas Day
- December 31 – New Year’s Eve

Continuing Education Requirements

The following States are **taking various actions to establish training requirements for insurance agents who sell flood insurance**, as outline 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	Pennsylvania
Rhode Island	South Carolina	South Dakota	Tennessee
Texas	Utah	Virginia	Washington
West Virginia			

- **NEW:** Illinois, New York and South Carolina

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.

- **FEMA On-line Training (FREE):** The following states have approved the FEMA online “Basic Agent Training” for 3 CE Credits:
 - AL, AK, AZ, AR, CA, CO, FL, GA HI, ID, IL, KS, KY, LA, ME, MD, MS, MO, NE, NV, NH, NJ, NM, NC, ND, OH OK, OR, PA RI, SC, SD, TN, TX, UT, VA WA, WV WI, WY.

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PO Box 4337

Scottsdale, AZ 85261-4337

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Scottsdale, AZ 85258

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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. 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: Holly Lindberg at 800-423-4403 x364, by email: Hollyrae.Lindberg@Assurant.com or Rebecca Burton at 800-423-4403 x353, by email: Rebecca.Burton@Assurant.com

Note To Self!

Be aware, and communicate to your customer in writing, any waiting period that is required before coverage can be effective.

Flood Definition

Preferred Risk Policy (PRP). A policy that offers fixed combinations of building/contents coverage or contents-only coverage at modest, fixed premiums. The PRP is available for property located in B, C, and X Zones in Regular Program communities that meets eligibility requirements based on the property's flood loss history.

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Hurricane Season Has Arrived – Again!

According to statistics from FEMA/NFIP, barely half (59%) of all flood policies in force (countrywide) as of November 2005 provided both building and contents coverage. As anyone who deals with flood insurance knows, probably the major reason insureds buy flood insurance is “because the bank told me I had to buy it.” Since banks mostly are concerned only that the limit of insurance is adequate to cover the mortgage, and also don’t require flood insurance on contents, this presents a huge E&O exposure that is virtually impossible to defend without adequate documentation.

In addition, one of the most frequent arguments insureds make against agents is that “my agent told me I didn’t need flood insurance.” While it’s highly unlikely that hardly any agent actually says that, **the agent’s best defense is documentation.**

Hurricane Storm Names

The following names will be used for named storms that form in the [Atlantic basin](#) in 2007.

- | | | |
|-------------------------------|------------------------------|-------------------------------|
| • Andrea | • Humberto (<i>unused</i>) | • Olga (<i>unused</i>) |
| • Barry (<i>unused</i>) | • Ingrid (<i>unused</i>) | • Pablo (<i>unused</i>) |
| • Chantal (<i>unused</i>) | • Jerry (<i>unused</i>) | • Rebekah (<i>unused</i>) |
| • Dean (<i>unused</i>) | • Karen (<i>unused</i>) | • Sebastien (<i>unused</i>) |
| • Erin (<i>unused</i>) | • Lorenzo (<i>unused</i>) | • Tanya (<i>unused</i>) |
| • Felix (<i>unused</i>) | • Melissa (<i>unused</i>) | • Van (<i>unused</i>) |
| • Gabrielle (<i>unused</i>) | • Noel (<i>unused</i>) | • Wendy (<i>unused</i>) |

The following names will be used for named storms that form in the [Northeast Pacific](#) in 2007.

- | | | |
|-------------------------------|-------------------------------|-----------------------------|
| • Alvin | • Ivo (<i>unused</i>) | • Raymond (<i>unused</i>) |
| • Barbara (active) | • Juliette (<i>unused</i>) | • Sonia (<i>unused</i>) |
| • Cosme (<i>unused</i>) | • Kiko (<i>unused</i>) | • Tico (<i>unused</i>) |
| • Dalila (<i>unused</i>) | • Lorena (<i>unused</i>) | • Velma (<i>unused</i>) |
| • Erick (<i>unused</i>) | • Manuel (<i>unused</i>) | • Wallis (<i>unused</i>) |
| • Flossie (<i>unused</i>) | • Narda (<i>unused</i>) | • Xina (<i>unused</i>) |
| • Gil (<i>unused</i>) | • Octave (<i>unused</i>) | • York (<i>unused</i>) |
| • Henriette (<i>unused</i>) | • Priscilla (<i>unused</i>) | • Zelda (<i>unused</i>) |

The **Flood Facts** is available on the our website.

www.abicarciflood.com