

# FLOOD FACTS

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



ASSURANT  
Specialty  
Property

March 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](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)

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

### POLICY EFFECTIVE DATE – CLARIFICATION

#### PER THE NATIONAL FLOOD INSURANCE PROGRAM MANUAL GENERAL RULES SECTION - PAGE GR 8

There is a standard 30-day waiting period for new applications and for endorsements to increase coverage.

If the application or endorsement form and the premium payment are received at American Bankers Insurance Company of Florida / American Reliable Insurance Company *within 10 days* from the date of application or endorsement request, or if mailed by certified mail within 4 days from the date of application or endorsement request, then the waiting period will be calculated from **the application or endorsement date**.

If the application or endorsement form and the premium payment are received at American Bankers Insurance Company of Florida / American Reliable Insurance Company *after 10 days* from the date of application or endorsement request, or are not mailed certified mail within 4 days from the date of application or endorsement request, then the waiting period will be calculated from the *date American Bankers Company of Florida / American Reliable Insurance receives the application or endorsement*.

#### PER THE NATIONAL FLOOD INSURANCE PROGRAM UNDERWRITERS

*The loan close date requested will be honored if the application and premium are received within 10 days or mailed certified mail within 4 days* from the date of application or endorsement request. If the application and premium are received after 10 days, the receipt date is the effective date **unless** closing documents are included. The presentment of premium must be received on or prior to closing to honor the closing date.

**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](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

**2007 Holiday Schedule**

Our office will be closed:

- May 28 – Memorial Day
- 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](http://www.fema.gov/business/nfip/state_actions.shtm) to read exactly what your State is requiring for training:

<u>Alabama</u>	<u>Alaska</u>	<u>Arizona</u>	<u>Arkansas</u>
<u>California</u>	<u>Connecticut</u>	<u>Delaware</u>	<u>Florida</u>
<u>Hawaii</u>	<b>*Idaho</b>	<u>Iowa</u>	<u>Kansas</u>
<u>Kentucky</u>	<u>Louisiana</u>	<u>Maine</u>	<u>Maryland</u>
<u>Massachusetts</u>	<u>Missouri</u>	<u>Nebraska</u>	<u>Nevada</u>
<u>New Hampshire</u>	<u>New Jersey</u>	<u>North Carolina</u>	<u>North Dakota</u>
<u>Ohio</u>	<u>Pennsylvania</u>	<u>Rhode Island</u>	<u>South Dakota</u>
<u>Tennessee</u>	<u>Texas</u>	<u>Utah</u>	<b>*Virginia</b>
<u>Washington</u>	<u>West Virginia</u>		

- Idaho and Virginia’s publication is not yet available on the website above, please email [Patricia.Latshaw@Assurant.com](mailto:Patricia.Latshaw@Assurant.com) for a copy of the bulletin.

**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](mailto:Patricia.Latshaw@Assurant.com).

**NEW** – FEMA Online “Basic Agent Training” is approved for 3 CE Credits for the following States:

<u>Alabama</u>	<u>Alaska</u>	<u>Arizona</u>	<u>Arkansas</u>
<u>California</u>	<u>Colorado</u>	<u>Florida</u>	<u>Georgia</u>
<u>Hawaii</u>	<u>Idaho</u>	<u>Illinois</u>	<u>Kansas</u>
<u>Kentucky</u>	<u>Louisiana</u>	<u>Maine</u>	<u>Missouri</u>
<u>Nebraska</u>	<u>Nevada</u>	<u>New Jersey</u>	<u>New Mexico</u>
<u>North Dakota</u>	<u>Ohio</u>	<u>Oklahoma</u>	<u>Oregon</u>
<u>Pennsylvania</u>	<u>Rhode Island</u>	<u>South Carolina</u>	<u>South Dakota</u>
<u>Tennessee</u>	<u>Texas</u>	<u>Virginia</u>	<u>West Virginia</u>
<u>Wisconsin</u>	<u>Wyoming</u>		

## 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](mailto:flood.service.center@assurant.com)

#### Hours of Operation

Mon-Fri 5:30am-4:30pm MST

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PO Box 8437

Philadelphia, PA 19101

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December 31 – New Year's Eve

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

### Declination Form

Flood Insurance Declination Forms can be printed using the online AccessFlood System, The forms can also be requested by completing a supply form and requesting Form No. M4125. The supply form is also available on the AccessFlood System.

### **Reminder! New Elevation Certificate Requirement**

FEMA's new Elevation Certificate (EC) was approved for use, effective February 13, 2006, through February 28, 2009. **Elevations certified on or after January 1, 2007, must be submitted on the new form and must include two photographs.** The new form has been revised and now requires the certifier to provide the **square footage of the enclosed area below the elevated floor and at least two photographs** of the building, if the EC is being used to obtain flood insurance.

An electronic version of the form and instructions are available on the FEMA website <http://www.fema.gov/business/nfip/elvinst.shtm>. Although the old version of the form is no longer available for distribution, existing copies may be used until the end of 2006. <http://www.fema.gov/business/nfip/elvinst.shtm>

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PO Box 4337

Scottsdale, AZ 85261-4337

### Overnight Mail

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8655 E Via De Ventura

Scottsdale, AZ 85258

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## 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](mailto:Hollyrae.Lindberg@Assurant.com) or Rebecca Burton at 800-423-4403 x353, by email: [Rebecca.Burton@Assurant.com](mailto:Rebecca.Burton@Assurant.com)

## Flood Coverage for Buildings Under Construction

The NFIP definition of an eligible building for flood insurance is a structure that has at least two rigid exterior walls, a fully secured roof and is affixed to a permanent site. So is a building that is under construction ineligible for flood coverage until it is walled and roofed? Not necessarily- NFIP rules state that buildings in the course of construction that have yet to be walled and roofed are eligible for coverage except when construction has been halted for more than 90 days and/or if the lowest floor used for rating purposes is below the Base Flood Elevation. Materials or supplies intended for use in the construction are insurable if they are contained within an enclosed building on the premises or adjacent to the premises. If there is a claim before the structure is walled and roofed, the deductible is doubled.