

FLOOD FACTS

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



ASSURANT
Specialty
Property

September 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)**

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

www.abicarciflood.com

E-mail Address
flood.service.center@assurant.com

Flood Service Center Fax Number: 714 712-3842

Payments via ACH and/or Credit Card

Do you process new business and endorsements using a credit card or ACH? If so, please remember to forward a copy of the signed application or endorsement with supporting documentation via fax or email to the Flood Service Center. Premium that is received without supporting documents may be returned to the agent, insured, or mortgage company.

FEMA To Contact Up To 2.2 Million Applicants Affected By Court Order Directing Release Of Personal Information

FEMA is launching an effort to contact up to 2.2 million applicants for federal disaster assistance to inform them that a federal appellate court ruling requires FEMA to release certain personally identifiable information. This information would normally be protected under the Privacy Act and the exemption for personal privacy under the Freedom of Information Act (FOIA).

FEMA is not releasing names or any other personal information such as Social Security numbers or bank account numbers, addresses. For more information visit the FEMA home page website at www.fema.gov

Correcting Property Address

A policy cannot be endorsed to change the location. This includes relocation from one unit to another unit in the same building.

However, an erroneous address (e.g., through typographical error) can be corrected through endorsement. The agent must provide proof or a reasonable explanation for the error.

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:

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

Continuing Education Credits

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

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).

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Scottsdale, AZ 85261-4337

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

The **Flood Facts** is available at www.abicaricflood.com