

FLOOD FACTS

A newsletter for agents of American Bankers Insurance Company of Florida
www.abicflood.com



ASSURANT
Specialty
Property

September 2008

Claims Information

American Bankers Insurance
Company of Florida
PO Box 6099
Scottsdale AZ 85261-6099

8655 E Via De Ventura
Scottsdale, AZ 85258

Email
claims.department@assurant.com

Phone 1-800-245-1505
Fax 1-800-224-4170

Hours of operation: "24 Hours"
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/w
m.shtm](http://www.fema.gov/business/nfip/wm.shtm)

NFIP Flood Manual October Changes

- Updates the list of NFIP Bureau and Statistical Agent Regional Offices (REF Section);
- Explains two exceptions to the provisions for reduction or reformation of coverage limits described in the Standard Flood Insurance Policy at Paragraph G of GENERAL CONDITIONS (GR Section);
- Stipulates that, for a building to qualify for floodproofing credit in an AO Zone, where the Flood Insurance Rate Map does not provide Base Flood Elevations, the building must be floodproofed to at least 1 foot higher than the Base Flood Depth (RATE Section);
- Clarifies that individual residential condominium units in a nonresidential condominium building are not eligible for building coverage (CONDO Section);
- Clarifies that the loss history criteria determining a building's eligibility for the Preferred Risk Policy apply to any 10-year period of the building's existence, regardless of ownership (PRP Section);
- Clarifies certain documentation and refund eligibility requirements related to cancellation/nullification of policies (CN Section);
- Updates the Community Rating System Eligible Communities list (CRS section); and
- Adds a discussion of the Severe Repetitive Loss Pilot Grant Program and provides samples of letters that will be sent to policyholders, agents, and lenders of buildings eligible for mitigation grants (SRL Section).

New Flood Zone Determination Vendor

FactualData (Kroll) is the new Flood Zone Determination Vendor for ABIC. The process for acquiring a flood zone determination however, has not changed. The AccessFlood System will continue to pre-fill the application immediately or notify you via email from AccessFlood.com if additional research is required. **Forward the additional information to flood@kroll.com for further research.** Do not reply to the email.

A copy of the flood zone determination can be printed from *View/Update, Quote/App/Policy* and choosing *View FZD* after clicking on *Documents*.

If you are not receiving emails, make sure that AccessFlood is on your 'whitelist'. Contact your local IT department for assistance.

Contact Information

New Business Applications, Rollovers, Endorsements, Cancellations and Other Correspondence

American Bankers Insurance
Company of Florida
Flood Service Center
PO Box 4337
Scottsdale, AZ 85261-4337

Email

flood.service.center@assurant.com

Overnight Mail

American Bankers Insurance
Company of Florida
Flood Service Center
8655 E Via De Ventura
Scottsdale, AZ 85258

Hours of Operation

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

Lockbox Address for Renewal Payments Only

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

2008 Holiday Schedule

11/27 Thanksgiving Day
11/28 Day after Thanksgiving
12/25 Christmas Day
12/26 Day after Christmas day

Premium Payments

Premium payments cannot be waived regardless of the amount. Prior policy allowed for accounting to waive premiums of \$4.00 or less but that is no longer the case. The Company refunds all overpayments regardless of the amount. Thank you for your cooperation.

Evidence of Insurance

The NFIP does not recognize binders. A copy of the Flood Insurance Application and premium payment, or a copy of the declarations page, is sufficient evidence of proof of purchase for new policies. However, the NFIP recognizes Certificates of Insurance for renewal policies.

TRAINING:

Continuing Education Requirements

State Departments of Insurance 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 (Public Law 108-264). All but two States (Montana and Georgia), Puerto Rico and the U.S. Virgin Islands have published training requirement documents. Copies of the training requirements can be located at www.fema.gov/business/nfip/state_actions.shtm

Training Options:

The National Flood Insurance Program (NFIP) Basic Agent Tutorial is a web-based flood insurance training course for agents. It is available free of charge on the NFIP Training Station Website, <http://training.nfipstat.com/portal2/statelist.asp>. All but three States (Montana, Michigan, and Massachusetts), Puerto Rico and the U.S. Virgin Islands have agreed to award three (3) continuing education credits to agents who successfully complete the course.

American Bankers Insurance Company of Florida offers 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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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 will take no more than 1.5 hours. Call or email to schedule a training session and let us help you write more FLOOD business. Please contact: Rebecca Burton at 800-423-4403 x353, (email: Rebecca.Burton@Assurant.com).

2009 National Flood Conference Information

Mark your calendars! The 26th annual National Flood Conference is scheduled for Sunday, April 19, through Wednesday, April 22, 2009.



The 2009 Conference will be held at the following location:
Sheraton Boston Hotel / 39 Dalton Street / Boston, MA 02199
www.Sheraton.com/Boston

For more information about the Conference, send an email to
NFIPNFC@nfipstat.com