

# FLOOD FACTS

A newsletter for agents of American Bankers Insurance Company of Florida

[www.abicflood.com](http://www.abicflood.com)

September 2009



ASSURANT  
Specialty  
Property

## 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](mailto: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](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)

## New Flood Service Center Hours Effective September 1, 2009

6:00 am – 4:00 pm (MST)

## NFIP Flood Insurance Manual October 2009

The updated NFIP Flood Manual (revised October 2009) is now available online. (<http://www.fema.gov/business/nfip/manual200910.shtm>) Please note - to view the whole Manual, please download/view the ZIP file.

## Summary of October 1, 2009 Changes/Clarification

### RATING:

**Building Type:** For all Pre-FIRM and Post-FIRM buildings in Flood Zones A, AE, A1-A30, AO, AH, A99, V1-V30\* VE\*, D, B, C, and X, Crawlspace and Subgrade Crawlspace has now been added to the building type section for rating.

Building Type: No Basement/Enclosure	With Basement
With Enclosure	Elevated on Crawlspace
Non-Elevated with Subgrade Crawlspace	
Manufactured Mobile Home (includes Travel Trailers)	

\*Only applies to Pre-FIRM and 75-81 V1-V30 and VE Flood Zones

### Basic and Additional Limits of Coverage:

#### Single Family Dwelling and 2-4 Family Dwellings

- Building Coverage: Basic \$60,000 Additional (up to) \$190,000 = \$250,000
- Contents Coverage: Basic \$25,000 Additional (up to) \$75,000 = \$100,000

#### Other Residential

- Building Coverage: Basic \$175,000 Additional (up to) \$75,000 = \$250,000
- Contents Coverage: Basic \$25,000 Additional (up to) \$75,000 = \$100,000

#### Nonresidential

- Building Coverage: Basic \$175,000 Additional (up to) \$325,000 = \$500,000
- Contents Coverage: Basic \$150,000 Additional (up to) \$350,000 = \$500,000

**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

**Flood Service Center****Phone**

1-800-423-4403

**Fax**

1-714-712-3842

**Email**[flood.service.center@assurant.com](mailto:flood.service.center@assurant.com)[submitforrate@assurant.com](mailto:submitforrate@assurant.com)[flood.rollovers@assurant.com](mailto:flood.rollovers@assurant.com)[agencybrokerchange@assurant.com](mailto:agencybrokerchange@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 6:00am-4:00pm MST

**Lockbox Address for****Renewal Payments Only**

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

**2009 Holiday Schedule**

9/7 Labor Day

11/26 Thanksgiving

11/27 Day after Thanksgiving

12/25 Christmas Day

**Residential Condominium Building Association Policy ONLY**- Low Rise Building Coverage: Basic \$60,000 x # of units- High Rise Building Coverage: Basic \$175,000

Additional Limits for Building Coverage is up to the Replacement Cost of the Condominium Building, or the Maximum Amount of Insurance Available Under the Program, which ever is less.

- Contents Coverage: Basic \$25,000 Additional (up to) \$75,000 = \$100,000

**Deductible Options:** The NFIP has eliminated the \$500 deductible for all policies; therefore, the standard deductibles have been changed to:

Pre-FIRM buildings in Flood Zones A, AE, A1-A30, AO, AH, V, V1-V30, and VE is now \$2,000. Policyholders who wish to reduce their deductible from the new standard deductible may opt to purchase a \$1,000 deductible for building and contents coverage for an additional premium.

Post-FIRM buildings in Flood Zones A, AE, A1-A30, AO, AH, V, V1-V30, VE, as well as Pre and Post-FIRM buildings located in B, C, X, A99 and D Zones the standard deductible is \$1,000.

**Pre-FIRM Unnumbered A Zones with Basement, Enclosure or Crawlspace:**

Pre-FIRM buildings with basement/enclosure/crawlspace/subgrade crawlspace may use the Unnumbered A Zone Post-FIRM rate table if the rates are more favorable to the insured.

**Preferred Risk Policy (PRP):**

Standard Deductible for PRPs is \$1,000 each for building and contents, applied separately. Buildings on Leased Federal Property determined by the Administrator are NOT eligible for the PRP.

**Unmapped Areas in Communities with Maps:** The flood hazards for some areas within mapped communities remain undetermined and are unmapped. These unmapped areas are to be treated as Zone D. The designation of Zone D can also be used for rating when one community incorporates portions of another community's area where no map has been prepared.

For a complete summary of the October 2009, Program Changes – Clarification and Revisions log onto <http://bsa.nfipstat.com/wyobull/w-09035.pdf>

**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

**Flood Service Center**

Phone  
1-800-423-4403  
Fax  
1-714-712-3842

**Email**

[flood.service.center@assurant.com](mailto:flood.service.center@assurant.com)  
[submitforrate@assurant.com](mailto:submitforrate@assurant.com)  
[flood.rollovers@assurant.com](mailto:flood.rollovers@assurant.com)  
[agencybrokerchange@assurant.com](mailto:agencybrokerchange@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 6:00am-4:00pm MST

**Lockbox Address for  
Renewal Payments Only**

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

**2009 Holiday Schedule**

9/7 Labor Day  
11/26 Thanksgiving  
11/27 Day after Thanksgiving  
12/25 Christmas Day

**Agent or Broker of Record Changes**

Effective immediately all Agent of Record or Broker of Record change requests can be sent to the following email address for processing:

[agencybrokerchange@assurant.com](mailto:agencybrokerchange@assurant.com). Please provide a signed request from the insured and include the Agent Code on the request. Keep in mind changes can only be made at renewal.

**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.

A listing of training requirements by State is located at [http://www.fema.gov/business/nfip/state\\_actions.shtm](http://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://www.nfipbureau.fema.gov/training/index.html>.

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 Basic Agent Tutorial course.

Registration instructions are also provided on the training website. Enhancements to the training system include user-friendly navigation and a personal page allowing students to track their training progress.

On the NFIP training web page, insurance agents, lenders, and claims adjusters can also find a schedule of instructor-led workshops offered in locations across the country. They can register online for these workshops through the training web page.

**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

**Flood Service Center**

**Phone**  
 1-800-423-4403  
**Fax**  
 1-714-712-3842

**Email**

[flood.service.center@assurant.com](mailto:flood.service.center@assurant.com)  
[submitforrate@assurant.com](mailto:submitforrate@assurant.com)  
[flood.rollovers@assurant.com](mailto:flood.rollovers@assurant.com)  
[agencybrokerchange@assurant.com](mailto:agencybrokerchange@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 6:00am-4:00pm MST

**Lockbox Address for**

**Renewal Payments Only**

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

**2009 Holiday Schedule**

9/7 Labor Day  
 11/26 Thanksgiving  
 11/27 Day after Thanksgiving  
 12/25 Christmas Day

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 visit our website at [www.abicflood.com](http://www.abicflood.com) and select Education.

**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, or (email: [Rebecca.Burton@Assurant.com](mailto:Rebecca.Burton@Assurant.com)).

**The Flood Service Center will be closed in observance of  
 Labor Day on Monday September 7, 2009**