

FLOOD FACTS

A newsletter for agents of American Bankers Insurance Company of Florida

www.abciflood.com

November 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

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/wm.shtm



Don't Drop the Ball!

New business applications submitted without the required signatures and documentation take longer to issue, may affect the effective date of the policy or even be returned. Please check all submissions for the following prior to sending:

- **Part I & II of the application signed and dated. (Part II of the application must be completed on elevation rated policies only).**
- **The loan close date and mortgagee address.**
- **Elevation certificate, if required for rating, and original color photos of the front and back of the structure taken within 90 days of submission of application. The photos must include the date taken, be at least 3 x 3 inches, and clearly show the foundation elements of the building. (Faxed photos are not acceptable).**
- **Photos can be emailed to the flood.service.center@assurant.com separate from the application and payment. Include the application number and the insured's name in the Subject line and note on the application or cover letter that "photos are being emailed to the FSC separately".**
- **Photos and Replacement Cost Estimator are required with all RCBAP application.**
- **Premium (check or credit card payment).**

Flood coverage cannot be bound. **Do not fax a copy of the application or endorsement request and then mail or email the same information.** This will result in duplication of processing and unnecessary phone calls. A faxed copy of an application or check will not guarantee an effective date. Applications and endorsements can be faxed with a credit card payment. If you have any questions please call the Flood Service Center prior to sending the documents!

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
submitforrate@assurant.com
flood.rollovers@assurant.com
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

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



Seasons Change . . . and so has the AccessFlood Application

The AccessFlood application has been changed to accommodate the October changes to the National Flood Insurance Program. The following is a list of the new fields that are now included on the application in the order they appear:

Grandfathering: If you select “Built to Code” or Continuous Coverage” additional fields will open.

Grandfathering?

Current Community No:	<input type="text"/>	Current Flood Risk Zone:	<input type="text"/>
Current Panel No:	<input type="text"/>	Current Suffix:	<input type="text"/>
Current BFE:	<input type="text"/>	Prev Policy No:	<input type="text"/>

Basement/Encl:

Basement/Encl:

0-None

1-Finished

2-Unfinished

3-Crawlspace* – The interior floor is not below grade (ground level) and is no more than 5 feet below the top of the next higher floor.

4-Subgrade crawl* – The interior floor is within 2 feet below grade (ground level) on all sides and is no more than 5 feet below the top of the next higher floor.

*With or without proper vents.

Condo ID? If you select “Condo Unit” additional fields will open.

Condo ID:

Condo Owner:

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PO Box 4337
Scottsdale, AZ 85261-4337

Flood Service Center**Phone**

1-800-423-4403

Fax

1-714-712-3842

Emailflood.service.center@assurant.comsubmitforrate@assurant.comflood.rollovers@assurant.comagencybrokerchange@assurant.com**Overnight Mail**

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Bldg Over Water: Bldg Const Date Type: Bldg Use Type: **Map Revision**

A map change (reprinting, Letter of Map Amendment [LOMA], Letter of Map Revision [LOMR], or Letter of Determination Review [LODR]) may change the flood zone in which a property is located to a lower rated zone, or it may change the Base Flood Elevation. In such cases, the policy rating may be revised for the current and prior policy years if the change occurred prior to the current policy year. A cancel/rewrite will be required to make prior policy year changes.

Before processing the Agent should check the Flood Map Status Information Service to make sure that the LOMA, LOMR, or LODR is still valid (or has been recertified) based on the most recent map revision. Also, if the revised map changes the BFE, verify that the same elevation datum is used to determine the building elevations on the Elevation Certificate. A Flood Zone Determination showing the BFE is not acceptable documentation.

Revised map information may be obtained from the Flood Map Status Information Service (FMSIS) or the Community Status Book. For more information, call MSC at 1-800-358-9616.

Conversion Of PRP To Standard Rated Policy

A Preferred Risk Policy must be canceled and rewritten to a standard rated policy if the risk no longer meets the PRP eligibility requirements. The building and/or contents coverage on the new standard policy must be equal to the building limit and/or contents limit issued under the PRP.

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Conversion Of Standard Rated Policy To PRP Due To Map Revision, LOMA, Or LOMR

A standard rated policy may be canceled and rewritten as a PRP as a result of a map revision, LOMA, or LOMR if the effective date of the map change was on or after February 1, 2005. A copy of the revised map, LOMA, or LOMR must be submitted along with a new application. The policy may be canceled/rewritten under the following conditions:

- The request to cancel/rewrite the standard policy must be received during the policy term or within 6 months of the policy expiration date.
- The standard policy has no open claim or closed paid claim on the policy terms being canceled.
- The property meets all other PRP eligibility requirements.

The building and/or contents coverage on the new PRP must be equal either to the building limit and/or contents limit issued under the standard policy, or to the next higher limit available under the PRP if there is no PRP option equal to the standard policy building and/or contents limit.

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.

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>.

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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.

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 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: Flood Marketing Support at 800-423-4403 x608, or (email: Flood.Marketing.Support@Assurant.com).



**The Flood Service Center will be closed Thursday,
November 26, 2009 and Friday, November 27, 2009
for the Thanksgiving Holiday.**