

# FLOOD FACTS

A newsletter for agents of American Bankers Insurance Company of Florida

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

April 2010



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)

## Flood Facts

The purpose of the **Flood Facts** is to provide up-to date information to Agents so that they are able to secure the best flood insurance protection available for the individual needs of each client. The **Flood Facts** includes important NFIP changes that occur each year in May and October.

Another important purpose is to clarify exactly what documentation the Flood Service Center requires in order to issue every flood policy accurately and in a timely manner. This issue is specific to:

- May 1, 2010 NFIP changes
- Documentation required to issue a standard flood policy
- Special rates for high flood risk properties (Submit-For-Rate)

This **Flood Facts** can be used as a guide when completing each application or quote being submitted to the Flood Service Center.

## May 1, 2010 NFIP Changes

- The Federal Policy will increase:
  - \* Standard Flood Insurance Policy \$40 (was \$35)
  - \* Residential Condominium Association Policy:
    - 1 unit \$40 (was \$35)
    - 2-4 units \$80 (was \$70)
    - 5-10 units \$200 (was \$175)
    - 11-20 units \$440 (was \$385)
    - 21 or more \$840 (was \$735)
  - \* Preferred Risk Policy \$20 (was \$13)
- Most PRP rates have increased to take into account the Federal Policy Fee increase (between \$1 and \$7)
- Some rates under the Standard Flood Insurance Policy and the RCBAP will decrease to comply with the statutory annual limitation on premium increases that were effective on October 1, 2009
- The Lowest Floor Guide section of the manual has been revised/improved
- The Community Rating System section has been updated
- Part 2 of the application is now required with all applications except the PRP unless the PRP structure is a manufactured (mobile) home.

**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

**Hours of Operation**

Mon-Fri 6:00am-4:00pm MST

**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**

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Flood Service Center  
8655 E Via De Ventura  
Scottsdale, AZ 85258

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

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

**2010 Holiday Schedule**

5/31 Memorial Day  
7/5 Independence Day (Obs)  
9/6 Labor Day  
11/25 Thanksgiving  
11/26 Day after Thanksgiving  
12/24 Christmas Day (Obs)

**New Business Applications**

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. All submissions must include the following:

- **Part I & II of the application signed and dated. Effective May 1, 2010 - Part II of the application must be completed, signed, dated and submitted with all applications except for Preferred Risk Policies unless the structure is a manufactured (mobile) homes.**
- **The loan close/lender required 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](mailto: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).**

**Completing Part 2 Of the Flood Application**

**After completing Part 1 of the Flood Insurance Application, all relevant items in Part 2 of the Application must be completed for all buildings.**

**Completing Part 2 is not an option it is mandatory for all buildings, except for Preferred Risk Policies unless the PRP insures a manufactured (mobile) homes.**

Part 2 of the Application collects information about risk factors affecting the building, occupancy information, and elevation data relative to the ground level. To complete Part 2 of the Application:

- Obtain all necessary information from the applicant. Then select the building diagram that best illustrates the applicant's building.
- Transcribe the information from the applicant and Elevation Certificate onto Part 2 of the Application.
- The applicant or the applicant's representative must complete all numbered sections of the document, check all appropriate boxes, provide all information, and respond to all YES/NO questions that are applicable to the building. (For example, Section II should be completed only for Elevated Buildings.)

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**Submit-for-rate**

Certain properties at high flood risk, because of peculiarities in their exposure to flooding, do not lend themselves to preprogrammed rates. These policies require an in-depth underwriting analysis and must be submitted with additional documentation in order to provide for an individual (specific rate).

- Completed Flood Insurance Application.
- Completed current Elevation Certificate.
- Variance issued by the local community stating that permission was granted to construct the building. If no variance was granted, a statement to that effect signed by the applicant or the applicant's representative is required.
- For elevated buildings, an Elevated Building Determination Form signed by the insured.
- Recent photographs of the building (front and back), or a blueprint (layout of the building) if the building is under construction.
- The square footage of any enclosure(s) or crawl spaces(s) below the elevated floor, the use of the enclosure/crawl space, a list of machinery and equipment, and the approximate value of each item located in the enclosure/crawl space.
- If the area below the elevated floor is enclosed using masonry walls and these walls are represented as being breakaway walls in V Zones, a signed letter of verification from a local building official, an engineer, or an architect.
- If the building has a basement, a list of machinery and equipment located in the basement and each item's approximate value.
- For all Post '81 V-Zone, non-elevated buildings, foundation/structural plans or, if foundation/structural plans are not available, a written statement from the applicant or agent providing the same information.

For Submit-for-Rate policies all of the appropriate documentation listed above must be submitted to the Flood Service Center via mail, fax, or email (preferably) to [submitforrate@assurant.com](mailto:submitforrate@assurant.com). If the building is insurable, the Submit-For-Rate team will provide a quote/application showing the premium required to issue a policy. Since a rate must be determined on these risks, no premium is to accompany the submission.

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**National Flood Conference 2010**

**San Diego**

Mark your calendars! The twenty-seventh annual National Flood Conference will be held in San Diego, California and is scheduled for Sunday, April 11, through Wednesday, April 14, 2010.

**Online Registration Closes April 8  
Register Now to Save \$100 over the Onsite Price!**

To register go to <http://www.nfipiservice.com/nfc.html>

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Register Now to Save \$100 over the Onsite Price!**

**Exhibitor Registration - <http://www.nfipiservice.com/exhibitor.html>**

For more information or questions regarding the NFC, please send an email to [NFC2010@ostglobal.com](mailto:NFC2010@ostglobal.com).

**Registration Fees**

**Regular Registration (after March 5, 2010)**

- Online Registration ([www.NFIPiService.com/NFC.html](http://www.NFIPiService.com/NFC.html))
- U.S. Mail Registration - \$475
- Onsite Registration - \$500
- Spouse/Guest - \$50
- Agent Day - \$30

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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: Flood Marketing Support at 800-423-4403 x8803, or (email: [Flood.Marketing.Support@Assurant.com](mailto:Flood.Marketing.Support@Assurant.com)).

**NFIP'S FLOOD TRAINING - ONLINE, WEBINARS AND WORKSHOPS:**

- **Online Classes:** The NFIP's online courses are unavailable at this time. The online course may be down through May 2010, or longer, due to system restraints. We will let you know, via Flood Facts, when the online training becomes available again.
- **Webinars:** NEW!! The NFIP is now offering Basic Agent training via a Webinar. This web based training does not provide CE Credits, unless specifically stated on their website below. The Webinar does provide a Certificate of Completion to all attendees for the FloodSmart cooperative programs and any WYO requesting proof of training.
- **Workshops (classroom style):** The NFIP's workshop, "Basic Agent Flood Seminar", provides 3 CE Credits to all licensed agents/producers except for those agents/producers licensed in the following three States (Montana, Michigan and Massachusetts) as well as agents/producers in Puerto Rico and the U.S. Virgin Islands.

**For more information, on the NFIP Webinars or Workshops, please go to:**  
[http://www.nfipiservice.com/training/schedule\\_agents.html](http://www.nfipiservice.com/training/schedule_agents.html)

\*\*\*American Bankers Insurance Company of Florida offers two different Flood Insurance Training Classes that are "NFIP Compliant" for our agents and producers:

- **Level I - Fundamentals of Flood Insurance.** This class covers all basic rules and requirements of completing a Standard Flood Insurance Application.
- **Level II - Advanced Flood Insurance.** This class would be for the more experienced agent. The class reviews the Fundamentals of Flood Insurance with emphasis on elevated buildings in Special Flood Hazard Areas, Condominiums, and coverage Limitations.

For more information on the Level I and Level II classes, including CE Credits available, please visit our website at [www.abicflood.com](http://www.abicflood.com) and select Education and then select your State from the drop down box.