

## Client Claims Information

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

8655 E Via De Ventura  
Scottsdale, AZ 85258  
Email Address:  
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.



Extra! Extra! Read All About It!

## Mobile Home Information For PRP Applications

After selecting "Mobile Home" as number of floors on a PRP (Preferred Risk Policy) application a Mobile Home Information bar will appear requiring the Make, Model and Serial # of the mobile home. The following shows what you will see as you process the application.

Make:	<input type="text"/>	Model:	<input type="text"/>
Serial #:	<input type="text"/>		

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What would you like to  
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Flood Facts? Email your  
suggestions to Rebecca.  
Burton@Assurant.com

## Print Rollover Bills From Your Desktop!

Did you know  
that you can  
print  
rollover Bills  
from your  
desktop?



Just go to the  
"search" and  
type in the policy number of the  
other carrier's policy number  
(10 digits) or type in insured's  
"last name" and submit. Under  
"actions" choose "Bill Reprint". If  
you do not see this feature as one  
of your choices, please contact  
**Brian Beal** @ 800 423-4403 ext 421  
or **Nora Gonzalez** @ ext 210, to  
have this added.

## Payment Reminder

**DON'T FORGET:** Checks and  
credit card payments submitted  
to the Flood Service Center  
without a signed application,  
endorsement or renewal cannot  
be processed.

Please include the necessary  
documents with all payments  
and write the policy number on  
the payment!



# New Business Application Guidelines for Agents



After collecting premium for the application, the premium will need to be submitted with the following items to our office to be underwritten and issued. The application will not be accepted unless the following items are submitted. At the underwriter's discretion, additional documentation or photos may be required before the policy is issued.

If the application is a Preferred Risk Policy (PRP), the following items are required:

- ✓ Application signed and dated by an Agent
- ✓ Application part 2 will need to be completed if the building is a mobile home
- ✓ Flood Zone Determination dated within 90 days of the application date

If the application is a Preferred Risk Policy (PRP) eligible for the 2-year extension program, the following items are required:

- ✓ Application signed and dated by an Agent
- ✓ Application part 2 will need to be completed if the building is a mobile home
- ✓ Flood zone documentation supporting both the current and previous flood zones; documentation can be:
  - Recent Flood Zone Determination
  - Signed letter from a local community official
  - FEMA Flood Insurance Rate Map (FIRM) that clearly indicates the property location on the map

If the application is a Standard Flood Insurance Policy (SFIP) rated without an Elevation Certificate, the following items are required:

- ✓ Application signed and dated by an Agent
- ✓ Application part 2 will need to be completed if the building has a basement, is an elevated building, or is a mobile home

If the application is a Standard Flood Insurance Policy (SFIP) rated with an Elevation Certificate, the following items are required:

- ✓ Application signed and dated by an Agent
- ✓ Application part 2
- ✓ Elevation Certificate
- ✓ Clear color photos of the front and back of the building taken and dated within 90 days of the application date. If the building is a split-level or has multi-level areas at ground level, at least two additional photographs showing views of both sides of the building must be submitted
- ✓ If the building has flood venting and there is a discrepancy between the actual numbers or size

of the installed vents than what is reflected on the Elevation Certificate, photos of the vents are required

If the application is a Residential Condominium Building Association Policy (RCBAP), the following items are required:

- ✓ Application signed and dated by an Agent
- ✓ Application part 2
- ✓ Elevation Certificate (if applicable)
- ✓ Clear color photos of the front and back of the building taken and dated within 90 days of the application date. If the building is a split-level or has multi-level areas at ground level, at least two additional photographs showing views of both sides of the building must be submitted
- ✓ If the building has flood venting and there is a discrepancy between the actual numbers or size of the installed vents than what is reflected on the Elevation Certificate, photos of the vents are required
- ✓ Current replacement cost documentation (must be dated within one year of application date).
- ✓ Condominium bylaws if Insured name does not contain "Condominium"

If the application is a Submit-for-Rate policy, in addition to the items required for each policy type listed above, the following additional items are required:

- ✓ Elevated Building Determination signed by the Insured (if the building is elevated)
- ✓ Statement of Variance form signed by the Insured or Agent
- ✓ If the building is under construction, copies of the blueprints (layout of the building) is required
- ✓ Non-elevated buildings in Post-1981 V1-V30 or VE zones: foundation/ structural plans are required



## Single Page Applications Coming Soon on Access Flood

Completing page 1 & 2 of the flood application will soon be a thing of the past. Watch for single page applications on Access Flood as soon as mid September. The new single page will be more user friendly and help reduce the chance for mis-rated applications.

# National Flood Insurance Program October 1, 2011, Rate and Rule Changes

## Premium Increases

Premiums will increase an average of 4% for policies written or renewed on or after October 1, 2011. The average premium change by zone varies as described below. The premium for a particular policy may change more or less than the average change.

- **V Zones** (coastal high-velocity zones) Rate increases are being implemented again this year as a result of the Heinz Center's Erosion Zone Study, which clearly indicates that current rates significantly underestimate the increasing hazard from steadily eroding coastlines.
  - Post-FIRM V Zones: Premiums will increase 4%.
  - Pre-FIRM V Zones: Premiums will increase 7%.
- **A Zones** (non-velocity zones, which are primarily riverine zones)
  - Post-FIRM A1-A30 and AE Zones: Premiums will increase 5%.
  - Pre-FIRM AE Zones: Premiums will increase 5% to slightly decrease the amount of subsidy in our Pre-FIRM rate.
  - **AO, AH, AOB and AHB Zones** (shallow flooding zones): Premiums will increase less than 1%.
  - **Unnumbered A Zones** (remote A Zones where elevations have not been determined): Premiums will increase 6%.
  - **A99 Zones** (approved flood mitigation projects, e.g., levees still in the course of construction) and AR Zones: Premiums will increase 5%.
- **X Zones** (zones outside the Special Flood Hazard Area)
  - Standard Risk Policy: Premiums will increase 5%.
  - Preferred Risk Policy (PRP): Premiums will remain unchanged.
- **Mortgage Portfolio Protection Program (MPPP):** Premiums will increase about 5%.
- **Provisional and Tentative Rates:** Provisional rates and tentative rates were revised.

**Elevation Rating:** FEMA will require elevation rating for all new business applications for policies covering Post-FIRM buildings in Zones AH, AO, and unnumbered A. Policies for buildings in unnumbered A and AH zones will require an Elevation Certificate (EC); policies for buildings in Zone AO will require an EC or a letter of compliance from the community official. This requirement does not apply to transfer/rollover transactions.

**Optional Rating for Zones AO, AH:** "With Certification of Compliance" rates are to be used when the EC shows that the lowest floor elevation used for rating is equal to or greater than the community's elevation requirement. This rule applies to all building types, including buildings with Basement/Enclosure/Crawlspace/Subgrade Crawlspace.

**Optional Reduction of Coverage When Converting a PRP Issued in Error to a Standard-Rated Policy:** When converting a Preferred Risk Policy (PRP) that was issued in error to standard rating, the insured will be provided 30 days from notification of the underpayment to elect to delete or reduce coverage in order to wholly or partially reduce the underpayment amount. This change must be implemented no later than October 1, 2011, but may be implemented sooner.

The following elements must be included in the underpayment notification:

- The previous coverage amount;
- The underpayment amount for the previous coverage limits;
- Reduced amount of coverage based on premium already received;
- Option to adjust coverage within the original coverage limits within 30 days of the underpayment notification; and
- Statement that any related additional premium due must be included with the endorsement request and received within 30 days of the underpayment notification.

In addition to validating the flood zone for PRPs, the insurer must validate the building's loss history against the Repetitive Loss file provided by the NFIP before issuing new business or sending renewal notices for existing PRPs.

**CBRS Documentation Requirements:** Specific documentation must accompany the Flood Insurance Application as evidence of the eligibility for flood insurance of buildings located on map panels that contain Coastal Barrier Resource System (CBRS) areas or Otherwise Protected Areas (OPAs). Acceptable documentation includes 1 of the following:

- A copy of the most recent flood map panel marked to show the exact location of the building;

# National Flood Insurance Program October 1, 2011, Rate and Rule Changes

- A letter indicating that the building is not located in a CBRS area or OPA, signed and dated by a local community official;
- An EC indicating that the building is not located in a CBRS area or OPA, signed and dated by a surveyor, an engineer, an architect, or a local community official;
- A flood zone determination certification indicating that the building is not located in a CBRS area or OPA, that guarantees the accuracy of the information; or
- A letter from the U.S. Fish and Wildlife Service stating that the building is not located in a CBRS area or OPA.

## Severe Repetitive Loss Processing Requirements:

- Insurers will be required to submit the underwriting file,

including all supporting documentation, to the Direct Servicing Agent (Attention: Underwriting Department) within 30 days of notification that the policy was identified as an SRL. This requirement applies to SRL policy renewals beginning March 1, 2012.

- The sample letters in the SRL section of the Flood Insurance Manual have been modified to address the ineligibility of nonresidential buildings for the SRL Grant program. The revised letters should be used beginning October 1, 2011, for SRL policy renewals beginning January 1, 2012. Copies of the revised letters are included as an attachment to this summary. Please note that the letters on pages SRL 9-13 are for use only by the Direct Servicing Agent.

## NFIP'S FLOOD TRAINING ONLINE WEBINARS AND WORKSHOPS

**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.

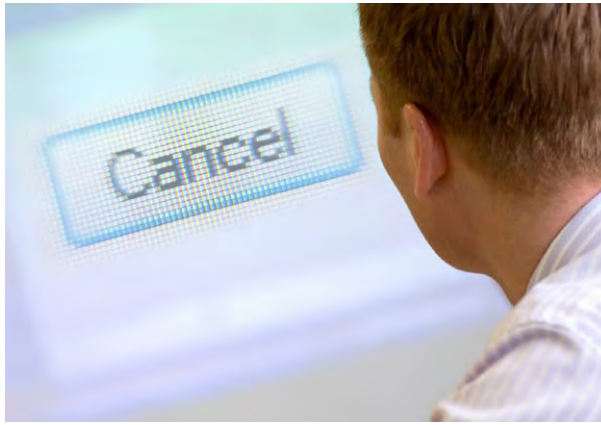


**AccessFlood Web Training** ... The Flood Service Center is committed to providing the best training programs to our agents. Have you signed up to have an AccessFlood training class? It will take no more than 1.5 hours. Call or email to schedule a training session and let us help you write more flood business. Please contact: Flood Marketing Support at 800-423-4403 x8803, or (email: [Flood.Marketing.Support@Assurant.com](mailto:Flood.Marketing.Support@Assurant.com)).

## CANCELLATION PROCEDURES

Cancellation Requests must meet the NFIP Underwriting Guidelines prior to cancelling a policy. Following a map revision, if the property is no longer located in a SFHA, the policy may be cancelled provided the mortgagee confirms in writing that the Insurance was required as part of the loan and the lender no longer requires the Flood Insurance Policy. The cancellation request must include the signed cancellation form and signed PRP option letter prior to cancellation.

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## Links to Additional Flood Information

[www.FloodSmart.gov](http://www.FloodSmart.gov)

The official site of the National Flood Insurance Program (NFIP)

[www.nfipiservice.com/watermark/index.html](http://www.nfipiservice.com/watermark/index.html)

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:

<http://www.nfipiservice.com/pdf/Oct2010/cover.pdf>.

The NFIP Flood Insurance Manual is revised twice a year - once in May and once in October. The fully revised Manual (including the above changes) is available at this site. To access the chapters, just click on the chapter name.

<http://www.fema.gov/about/programs/nfip/index.shtm>

Provides additional information about the NFIP Flood Insurance Manual and yearly revisions.

<http://www.fema.gov/about/programs/nfip/index.shtm> or <http://www.fema.gov>.

Additional information on the NFIP and FEMA.

## FLOOD SERVICE CENTER CONTACT INFORMATION

**General mail address for 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

**Overnight Mail Address**  
American Bankers Insurance  
Company of Florida  
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

**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)

**Hours of Operation**  
Monday-Friday: 6:00am - 4:00pm MST

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

## 2011 HOLIDAY SCHEDULE

**Flood Service Center is closed:**  
Labor Day .....Sep. 5  
Thanksgiving Day..... Nov. 24  
Day after Thanksgiving ..... Nov. 25  
Christmas Day (Obs) ..... Dec. 26