



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.

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What would you like to
see in upcoming issues of
Flood Facts? Email your
suggestions to Rebecca.
Burton@Assurant.com



Renewal with Deductible Reduction (NFIP Manual GR 12 Updated)

The deductible amount may be reduced at the time of renewal. In order for the deductible reduction to take effect on the renewal date, the request and full premium must be received at least 30 days prior to the renewal effective date, except when the deductible reduction is part of the renewal offer and the renewal offer reflecting the deductible reduction was made at least 30 days prior to the renewal date.



1. What is a Preferred Risk flood insurance policy?

The National Flood Insurance Program's (NFIP) Preferred Risk Policy, or PRP, offers low-cost flood insurance to owners and tenants of eligible residential and non-residential buildings located in moderate-to low-risk areas and to properties newly mapped into high risk areas by a map revision that became effective between October 1, 2008 and implementation of the premium rate revisions put in place by the Biggert-Waters Flood Insurance Reform Act of 2012.

Effective January 2011, FEMA extended availability of the PRP for two years to buildings newly mapped into a Special Flood Hazard Area (SFHA) on or after October 1, 2008. To be eligible for the PRP, the building must meet certain loss-history requirements. If there have been two disaster relief payments or claims for flood losses of \$1,000 or more, or three losses of any amount, the structure is ineligible for a Preferred Risk Policy.

2. Why did FEMA extend PRP for property owners?

FEMA is continuing to make the PRP available for properties in an SFHA while the Agency completes its analysis of the Biggert-Waters Flood Insurance Reform Act of 2012, which became law on July 6, 2012.

3. What are the changes to PRP that could affect policy holders?

Beginning with the first renewal effective on or after January 1, 2013, policy holders in an SFHA will continue to be issued PRPs at each renewal until implementation of the premium



Photo by: David Valdez/FEMA

rate revisions put in place by the Biggert-Waters Flood Insurance Reform Act of 2012.

4. For property owners covered under a PRP, will there be any rate changes in 2013?

Effective after January 1, 2013, PRP policy holders will see an average 13 percent increase as they renew their policies. Premiums for all PRP policy holders are being increased an average of 13 percent to reflect the increased flood risk from expanding the PRP class to include policies that are now known to be in an SFHA. Upon implementation of the Biggert-Waters Flood Insurance Reform Act, some PRP holders in an SFHA will begin to see additional premium increases as full-risk rates begin to be phased in.

5. What is the “end date” to the PRP eligibility extension?

PRPs issued on properties located in an SFHA may continue beyond the previously-designated two-year period until FEMA develops a revised premium structure that will move policies to full-risk rates consistent with the Biggert-Waters Flood Insurance Reform Act of 2012.

6. What actions does a PRP policy holder need to take and where can they go for more information on the PRP Eligibility Extension?

Flood insurance carriers will notify existing policy holders by mail at least 60 days prior to the expiration of the policy. Some policy

holders will be receiving notices as early as October 1, 2012.

To look up property addresses on past historic Flood Insurance Rate Maps (FIRMs) or the current effective FIRM, visit FEMA’s Map Service Center at www.msc.fema.gov. For more information about the PRP Eligibility Extension and about flood insurance, contact your agent or visit FloodSmart.gov and FEMA.gov.

Insurance agents can learn more by contacting their flood insurance carrier and by visiting <http://www.fema.gov/national-flood-insurance-program/preferred-risk-policy-eligibility-extension-insurance-professionals>.

Cancellation Reason 3: Policy Cancellation and Rewrite to Establish a Common Expiration Date with Other Insurance Coverage

Cancellation reason number 3 can be used only when the following conditions are met:

- The new policy must be rewritten within the same company for the same or higher amounts of coverage. If the policy is rewritten for higher amounts of coverage, the waiting period rule will apply.
- The other insurance coverage with which the common expiration date is being established must be for building coverage on the same building that is insured by the flood policy being cancelled and rewritten.
- The agent/producer must submit a new application and premium for flood

coverage. Upon receipt of the new policy declarations page, the agent/producer should request cancellation of the prior policy.

- A copy of the new flood policy declarations page and a copy of the other insurance policy declarations page showing the building address and policy effective dates must accompany the request for cancellation.

Tenant's Coverage

A tenant may purchase contents coverage and/or building coverage, as described below.

1. CONTENTS COVERAGE

Under the Dwelling Form and General Property Form, tenants may purchase contents coverage, which includes coverage for improvements and betterments.

The maximum amount payable for improvements and betterments in the building occupied by the insured is 10% of the contents limit of liability shown on the declarations page. Under the Dwelling Form and the General Property Form, such property includes improvements such as fixtures, alterations, installations, and additions that become part of the building. Under both forms, such property must be acquired or made solely at the tenant's expense. Use of this option reduces the policy limits of insurance available for contents. This policy is issued in the tenant's name only.

2. BUILDING COVERAGE

A tenant may purchase building coverage for improvements and betterments to cover his or her insurable interest if the lease agreement with the building owner:

- a. Requires that the tenant purchase insurance coverage for the tenant's improvements and betterments that are made or acquired at the expense of the tenant; and/or
- b. States that the tenant is responsible

for the repair of the building and/or improvements and betterments that become damaged.

The building policy must be issued in the names of the building owner and the tenant. Contents owned by the tenant must be written on a separate policy in the name of the tenant only.

NOTE: Duplicate coverage is not permitted under the NFIP, so only 1 policy can be issued for building coverage.

New Policy - No Waiting Period (in connection with lender requirement - Updated)

The 30-day waiting period does not apply when flood insurance is required as a result of a lender determining that a loan on a building in an SFHA that does not have flood insurance coverage should be protected by flood insurance. To avoid the 30-day waiting period, the borrower must purchase coverage within 60 days of the date of the lender's letter requiring the borrower to obtain flood insurance. The coverage is effective upon the completion of an Application and the presentment of premium. The rules provided in subsection A. Receipt Date must be used.



NFIP'S FLOOD TRAINING

ONLINE WEBINARS AND WORKSHOPS

The NFIP now offers Agent training via Workshops and Webinars. Find training that meets your needs by viewing the Agents schedules on the website. 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 NIFP Webinars or Workshops, please go to: 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 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. Please take advantage of this opportunity to sign up for one of the following AccessFlood Training

Webinars. A number of changes have been made recently to the AccessFlood Online System. We realize that your time is valuable so each Webinar will last no more than 1.5 hours but should save you time in the long run. For assistance or additional information please contact 800-423-4403 x350 or x610. Let us help you write more flood business.

All AccessFlood Training Webinars will be at 8:00 am and 10:00 am on the dates listed below. Log in at least 10 minutes early.

| | |
|---------------|----------------|
| 8:00 am (MST) | 10:00 am (MST) |
| Nov 7 | Nov 21 |
| Dec 5 | Dec 19 |
| Jan 2 | Jan 16 |

To connect to an on-line AccessFlood Training Webinar click on the following link:

<https://connect8.uc.att.com/assurant/meet/?ExEventID=84324748>

To log into a Webinar call one of the numbers below and, when prompted, enter the meeting access code 4324748#

- Toll-Free Number (in USA): 888-535-6454
- Caller-Paid number: 602-333-0063
- Blackberry (Toll-Free Number): 888-535-6454x4324748#
- A number in your country or in a country close to you (may be toll free):

<https://www.teleconference.att.com/servlet/glbAccess?process=1&accessNumber=8885356454&accessCode=4324748>

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

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

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

2012 HOLIDAY SCHEDULE

Flood Service Center is closed:

Thanksgiving Day..... Thursday, Nov. 22, 2012

Day After Thanksgiving Friday, Nov. 23, 2012

Christmas Eve..... Monday, Dec. 24, 2012

Christmas..... Tuesday, Dec. 25, 2012

New Year's Eve Monday, Dec. 31, 2012

New Year's Day Tuesday, Jan. 1, 2013

FOR YOUR INFORMATION

For more in-depth information and training on the articles included in this issue of the Flood Facts and more, log onto AccessFlood and click on the Flood Training widget.





Mandeville, La., Aug. 29, 2012 -- As Hurricane Isaac dumped rain on the greater New Orleans area, the storm created a surge on Lake Pontchartrain that officials say was greater than Hurricane Katrina in 2005. This was the scene on the north shore of the causeway. Photo by Lt. Conrad H. Franz/Lake Pontchartrain Causeway Police.

Links to Additional Flood Information

www.AbicFlood.com

The official site of the American Bankers Insurance Company of Florida.

www.FloodSmart.gov

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

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 this site.

<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.