

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



National Flood Insurance Program Reauthorized!

Finally! On Friday, July 6, the President signed a bill reauthorizing the NFIP program until September 20, 2017. The 5-year reauthorization brings a great sigh of relief from many in the insurance industry, as well as a number of concerns. Going forward the program will phase in more actuarially sound premium rates, end subsidies for some properties such as vacation homes, and streamline FEMA efforts to raise or move homes that are subject to repetitive claims. The changes will be included in the Flood Facts Newsletter and, if



necessary, special issues of the newsletter will be issued to keep readers informed. Subtitle A - Flood Insurance Reform and Modernization is also cited as the "Biggert-Waters Flood Insurance Reform Act of 2012". The WYO Bulletin which follows on page 2 was released on June 29, 2012.

Rates for any residential properties which are not the primary residence of an individual shall be increased by 25 percent each year until the average risk premium rate for such properties is equal to the average risk premium rates for actuarially-rated properties beginning on July 1, 2012.

FEMA is developing procedures to implement Section 2 of this legislation. A new rate table includes the 25 percent rate increase for non-primary/ non-principal residences. Policies falling under this new requirement will be Single-Family occupancies and 2-4 Family and Other-Residential occupancies insured as unit owner policies in the condominium form of ownership. Because of the time required for all systems to incorporate these new rules and the necessary constraints, FEMA anticipates



that use of the new rates for renewals and new business will be in place by January 1, 2013. More information will be provided as it becomes available.

To access the WYO Company Bulletin W-12043 online, please visit: <http://bsa.nfipstat.com/wyobull/2012/w-12043.pdf> or www.fema.gov

Secondary Home Clarification (New)

Student housing complexes, dormitories, or apartment complexes are not considered secondary homes. All condo units that are not principal/ primary residences are considered secondary homes if the occupancy code is single-family, 2-4 family or other residential. All RCBAPs and non-residential occupancy codes, including condo units are not considered secondary homes.



New Business Guidelines for Agents (Reminder)

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:
 - 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 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. For buildings with flood openings (flood vents) 1 or more photographs must clearly show the openings. 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

(continued on page 4)

New Business Guidelines for Agents (cont.)

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



Elevators in Elevated Buildings (Update)

Per FEMA, effective October 1, 2012, "Do not apply a loading to low-rise condominiums" as well as non-elevated buildings and condo units with elevator(s) below Base Flood Elevation(BFE). This affects new business applications, rollovers, and renewal policies for all occupancy types and high-rise residential condominium building association polices. An Obstruction Type code specific to elevators is included on SPA. Please be sure to include the number of elevators when submitting an application.

Property with Mid-Level Entry Foyer / Landing (New)

Use the mid-level entry foyer elevation as the lowest elevated floor if:

- The mid-level entry is used for any purpose other than a landing (i.e. room, office, OR
- The mid-level entry landing is overly large (more than 70 sq. ft.)

Questions to ask:

- What is the size of the mid-level entry foyer?
- What is the use of the mid-level entry foyer?
- What is the distance from the mid-level entry foyer to the enclosure floor and the next higher floor?

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 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. 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).

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

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

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

2012 HOLIDAY SCHEDULE

Flood Service Center is closed:
Labor Day Sept. 3
Thanksgiving Day..... Nov. 22
Day After Thanksgiving... Nov. 23



Links to Additional Flood Information

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:

<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.

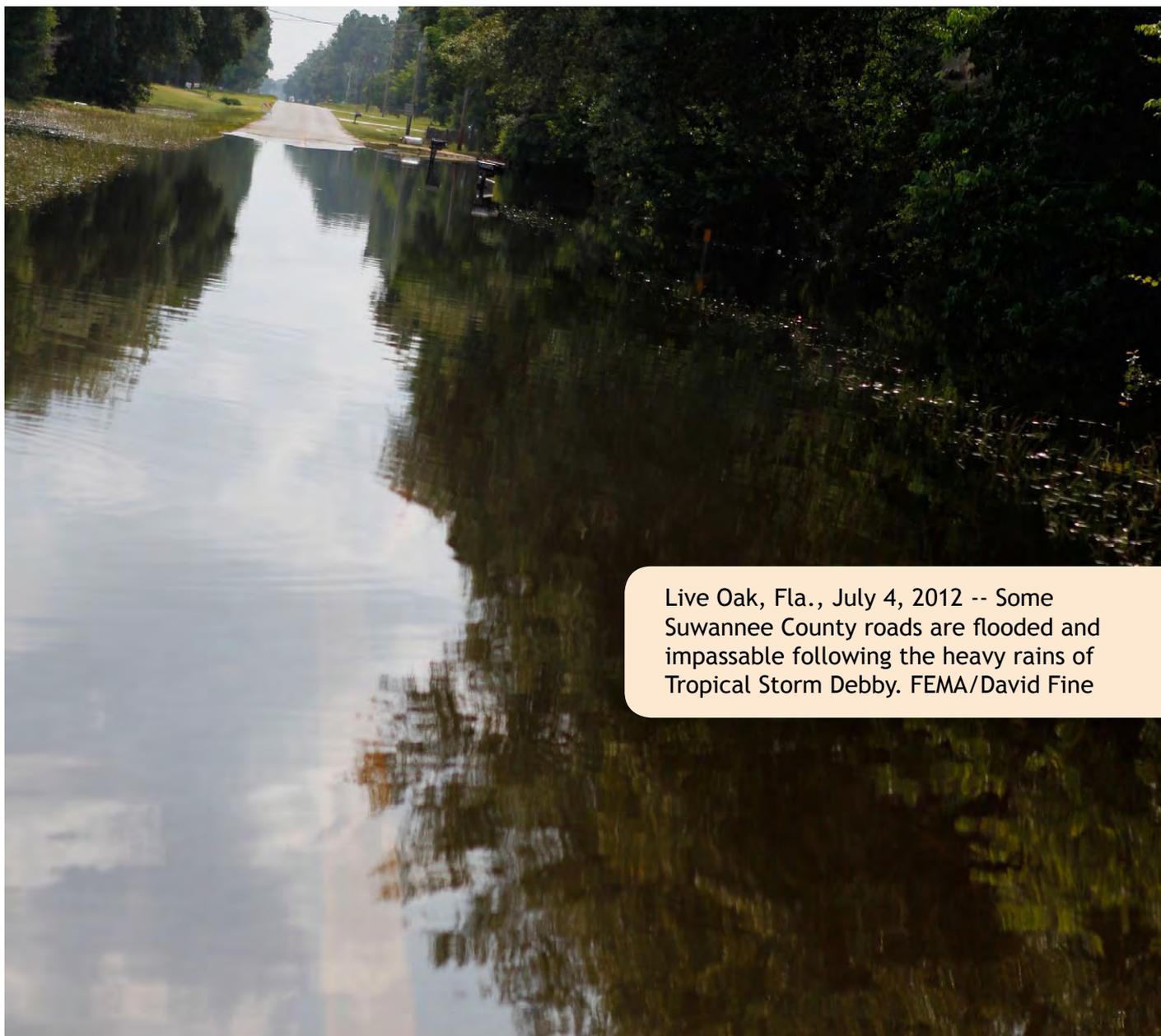
The fully revised Manual (including the above changes) is available at this site. To access the chapters, just click on the chapter name.

<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.



Live Oak, Fla., July 4, 2012 -- Some Suwannee County roads are flooded and impassable following the heavy rains of Tropical Storm Debby. FEMA/David Fine