



## Who to Contact List

**Try our 'Live Chat' feature on the web!**

### Customer Service Representatives

- Provides rating, quoting, and application assistance – (\* Opt 1)
- Review and status on endorsements & cancellations – (\* Opt 2)
- Credit Card payments for policies – (\* Opt 3)

Email: [CSR@floodpro.net](mailto:CSR@floodpro.net)  
Phone: 800.637.3846 \*  
Fax: 866.528.3205

### Submit-For-Rate

- Policy rating for new quotes – (\* Opt 1)
- Receives underwriting documentation and provides policy assistance – (\* Opt 2)
- Re-rates Submit-For-Rate renewal policies annually

Email: [SubmitFax@floodpro.net](mailto:SubmitFax@floodpro.net)  
Phone: 888.389.8659 \*  
Fax: 866.528.3254

### Agency Services

- Assists with website access including adding and deleting users, and username/password assistance – (\* Opt 1)
- Set up for new agents, sends welcome information, and provide sample supplies – (\* Opt 2)
- Provides assistance with Agent Transfers – (\* Opt 3)
- ACH (Automated Clearing House) for payment and commissions – (\* Opt 4)

Email: [Agency.Services@floodpro.net](mailto:Agency.Services@floodpro.net)  
Phone: 866.796.7582 \*  
Fax: 866.528.3208

### Claims

- Claim reporting
- Assigns adjusters
- Distributes claims payments

Email: [Claims@floodpro.net](mailto:Claims@floodpro.net)  
Phone: 800.759.8656  
Fax: 866.528.3252

### Rollover Services

- Receives and reconciles declaration pages for rollover
- Sends agency confirmation list of policies received
- Contacts agency for any information needed
- Rollover billing and correspondence
- Sends agency copy of billing
- Sends Agency Expiration letter if premium is not received

Email: [NFSRollover@floodpro.net](mailto:NFSRollover@floodpro.net)  
Phone: 866.796.9340  
Fax: 866.528.3207

### New Business Quotes

- Process the rating and underwriting review of Submit for Rate and Non-Submit for Rate quote requests.

Email: [SubmitFax@floodpro.net](mailto:SubmitFax@floodpro.net)  
Email: [CSR@floodpro.net](mailto:CSR@floodpro.net)

### Excess Flood

- Secure Excess Flood Insurance coverage when underlying NFIP policy limits are not adequate
- Admitted and Surplus Lines programs
- See Excess Flood Quote link at: [www.FloodPro.net](http://www.FloodPro.net)

Email: [Excess@floodpro.net](mailto:Excess@floodpro.net)  
Phone: 888.281.0684  
Fax: 954.420.5869

### Training & Field Education

- Queries about Continuing Education, training and state required flood training (FIRA)

Email: [CE@floodpro.net](mailto:CE@floodpro.net)

### Automated Status Line

- Check policy status, including Effective Dates & coverage limits
- Obtain the Flood Processing Center mailing address
- Verify amount of premium due and payment due date or date of last payment and amount paid

Phone: 888.245.7274

### Status Representative

- Make credit card payments by phone
- Verify or change the payor, mortgage company, or mailing address listed on a policy

Phone: 866.667.9739

### Website Technical Assistance

- Technical support for [www.FloodPro.net](http://www.FloodPro.net)

Email: [Tech@floodpro.net](mailto:Tech@floodpro.net)  
Phone: 888.857.1000



# Website Features

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## ***'Live Chat': Instant communication to a live representative!***

Located on the Home Page and in the right side of the main menu bar

- **On-line Quote/App:** Located on both the Home Page and in the main navigation menu, quotes/apps can be completed to obtain quoted premium and electronically transferred. In order to take advantage of this, payment must be made using a credit card (Visa, MasterCard, AmEx, or Discover) or ACH from an agency account. The agency must have an account set up with The Flood Insurance Processing Center (ACH transaction). Applications may also be printed and mailed with supporting documentation and full premium.
- **Run or Retrieve a Flood Zone Determination (FZD):** Located in the main navigation menu under 'Search', FZD's can be requested or retrieved. FZD's are also automatically generated when completing an app.
- **Search for Policies:** Located on both the Home Page and in the main navigation menu under 'Search', you have access to all your flood policies! You can search using various criteria such as policy number or policyholder name. You may review policy status, including if it is pending, recently renewed, etc. You may also view payment and claim history, as well as declaration pages and renewal billing notices.
- **Document Upload:** Located on the quick links panel on the left side of the Web page under 'Documents' after saving an application or within the 'Search for Policies', 'View Summary' action, you are able to directly upload application and policy documents! Select 'Upload' and the document will be uploaded electronically into the application or policy file.
- **View or Forward Declarations Pages or Renewal Bills:** Declaration pages and renewal billing notices can be viewed and forwarded via fax or email directly from the website, located under 'Search for Policies'. Select the status by: 'Renewal Billing' for renewal bills, 'Expired' for prior-term declarations pages, and 'In-Force' for the current declarations page; and select the 'Action' button to 'View Summary' and 'Select Policy Activity' to view or forward.
- **Endorsements:** Located under 'Search for Policies', 'Endorse Policy' action, our endorsement option allows you to change mailing addresses, add/delete mortgagees, add/increase building and/or contents coverage, and add/increase building and/or contents deductibles. To electronically process a monetary endorsement, simply pay with VISA, MasterCard, AmEx, or Discover Card or ACH from an agency account. Endorsements can also be printed and mailed with premium. Amended declaration pages can be printed immediately if electronically processed.
- **Report a Loss:** Located on both the Home Page and within the 'Search for Policies', 'View Summary' action, a flood loss can be reported. 'Select Policy Activity', 'Report Claim' and complete the 'Notice of Loss' and 'Contact Detail' information to create your Notice of Loss and begin the claims process. Claims status is viewable from the quick links panel on the left side of the Web page, under 'Claim Summary'.
- **Renewal Summary and Renewal List:** Renewal Summary can be found on the home page, on the upper left side of the screen when you login. Renewal Lists are shown under the 'Search for Policies' and 'Renewal Billing' under the 'Status' dropdown. Renewal lists are available for the first 50 results. For a complete list, contact [Agency Services](#).
- **Documents:** Located on the main navigation menu, these links include NFIP Community Status Book, Request Supplies, NFIP Manual, NFIP Policy Forms and Public Records. You may also request various types of reports.
- **Training Library:** Located on the Home Page and in the main navigation menu, the 'Training Library' is an excellent resource for learning more about flood insurance. Users may select a topic from a recorded training session to view at their convenience. A **short website tutorial** on how to navigate the new version of FloodPro is also located here.
- **News:** Located in the main navigation menu, 'News' includes the quarterly agent newsletter, Storm Tracker, and information about the NFIP.
- **Help:** Located in the main navigation menu, 'Help' provides information about The Flood Insurance Processing Center and contact detail, and allows users to chat with a flood expert or manage their profile.

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**RECENT NEWS:** Important information about the Flood Program can be viewed under 'Recent News' on the home page. Be sure to check this area of the site often!

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## EASE OF DOING BUSINESS

- **Dedicated and knowledgeable book transfer team** – we can do the work for you!
- **User friendly online access to processing systems** – quoting, submissions, and endorsement requests through our easy to use system
- **Free zone determinations** – included in application process, or by separate request
- **Sweep available** – reducing policy issue time for your customer and work for your agency
  - **Upload:** Electronic submission available when paying via agency sweep or credit card
  - **Download:** Renewals and endorsements downloaded into all major management systems – no rekeying data
  - **Declarations pages and renewal billing sent via e-mail** or fax direct from system reducing risk and time spent

## EXCEPTIONAL SERVICE FOR YOU AND YOUR CUSTOMERS

- **Online chat for service questions** – questions answered real-time
- **Interactive, real-time input assistance** – during quotes, endorsements, and all other transactions
- **Claim reporting customized for your preference** – online, fax, or phone
  - Agency notification when claim opened/closed
  - Traffic between adjuster and adjusting company available
  - Status posted in online policy file
  - Policyholder receives continuous e-mail updates throughout life of claim

**Your clients count on you to keep them informed of their protection options. Remember, the top two E&O errors are not offering coverage and not offering the right amount of coverage. With The Hartford, you are giving your clients all their protection options, and protecting yourself and your agency.**

## CONTACT THE HARTFORD ABOUT FLOOD INSURANCE TODAY!

If you have questions regarding the program, please e-mail us at: [Flood@thehartford.com](mailto:Flood@thehartford.com).  
Or call us at: (866) 55.FLOOD (866.553.5663).

## **Expedite your Flood Insurance Commissions Payments!**

Sign up today to receive your flood insurance payments via direct deposit (ACH credit).

Commission checks are mailed on the fifth business day each month. If you receive your commission check by mail, it could take approximately five to seven *additional* days for you to receive it. With direct deposit, your commissions will be deposited into your bank account on the fifth business day with your commission statement available through fax or email.

It's simple! Just complete and submit the form on the next page and you'll be on your way to getting your flood insurance commission payments automatically deposited into your account at your financial institution.

While you are at it, sign up for Automatic Payments (ACH debits) too! It allows payments for flood insurance premiums to be debited from your account to electronically submit flood applications and endorsements online. The 'Automatic Payment' form is also available in the 'Documents' section of your flood processing website.

### **Questions?**

Please contact Agency Services via [E-Mail](#) or toll free at 866.796.7582.

# AUTHORIZATION AGREEMENT FOR DIRECT DEPOSIT (ACH CREDITS)

Company Name The Flood Insurance Processing Center (the "Company")

I (we) hereby authorize the Company to initiate credit entries and to initiate, if necessary, debit entries and adjustments to my (our) account described below:

Checking Account No.: \_\_\_\_\_ OR Savings Account No. \_\_\_\_\_  
Financial Institution's Routing No.: \_\_\_\_\_  
Financial Institution's Name: \_\_\_\_\_  
Financial Institution's Address: \_\_\_\_\_  
\_\_\_\_\_

This authority is to remain in full force and effect until the Company has received written notification from me (or either one of us) of its termination in such time and manner as to afford the Company and Financial Institution a reasonable opportunity to act on it.

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_ Full Name: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Producer Name: \_\_\_\_\_

**Producer Number:** \_\_\_\_\_

**When you elect to receive your commission electronically, your statement will not be mailed to you. Please select one of the statement receipt options listed below.**

Please send a copy of my commission statement to me by:

**Preferred Method:**

Fax: (Fax #) \_\_\_\_\_ Or  
 E-Mail: (E-Mail Address) \_\_\_\_\_

**Preferred Format:**  PDF  Excel  Both

**\* Please note: If you select 'Both' the file size may be too large to be supported by your email system.**

ATTACH A VOIDED CHECK FOR CHECKING ACCOUNT OR DEPOSIT SLIP FOR SAVINGS ACCOUNT

**MAIL TO:**

The Flood Insurance Processing Center  
PO Box 2057, Kalispell, MT 59903-2057

**OR**

**EMAIL:** [Agency Services](#)  
**FAX:** 406.755.4403

## AUTOMATIC PAYMENT SETUP PROCESS INSTRUCTIONS FOR ACH DEBIT

The ACH (Automatic Clearing House) payment option is available only for applications submitted to the Flood Insurance Processing Center via the Internet.

Following are the steps necessary for you to submit flood insurance applications online with ACH as the method of payment. ACH does not have to be selected if the client is using their own VISA, MC, AMEX or Discover. If the policyholder is paying by check then the application or endorsement can be paid by selecting ACH (agent deposits clients' check into designated account) OR the application or endorsement can be mailed to the Flood Processing Center for processing.

1. Complete the attached Authorization Agreement Form for Automatic Payments.
2. Mail, Fax or Email a "Voided" check for checking account or a deposit slip for savings account along with the Authorization Form to the Flood Insurance Processing Center.
3. The Flood Insurance Processing Center will submit the information to your bank for verification. **Average time for verification process is five business days.**
4. When the approval is complete an ACH payment selection box will appear for you to select when completing applications. Contact the Flood Insurance Processing Center [Agency Services](#) Department if you have questions regarding this process.
5. Timeline to sweep the bank account:
  - ❖ If policy is submitted **prior** to 2:00 PM Mountain Standard Time, the bank account is swept the following day.
  - ❖ If policy is submitted **after** 2:00 PM Mountain Standard Time, the bank account is swept 2 days later.

If you have additional questions regarding the setup process call the Flood Insurance Processing Center Agency Services Department (866-796-7582).

To expedite processing, fax or email the completed Authorization Agreement Form **and** voided check or deposit slip to the Flood Insurance Processing Center at: FAX (406) 755-4403 or via [E-Mail](#).

You may also mail the completed Authorization Agreement Form **and** voided check or deposit slip to the Flood Insurance Processing Center, PO Box 2057, Kalispell, MT 59903-2057.

Complete form on the following page:

**AUTHORIZATION AGREEMENT  
FOR AUTOMATIC PAYMENT (ACH DEBITS)**

Company Name The Flood Insurance Processing Center (the "Company")

I (we) hereby authorize the Company to initiate debit to my (our) account described below:

Checking Account No.: \_\_\_\_\_ OR Savings Account No. \_\_\_\_\_  
Financial Institution's Routing No.: \_\_\_\_\_  
Financial Institution's Name: \_\_\_\_\_  
Financial Institution's Address: \_\_\_\_\_  
\_\_\_\_\_

ACH payments will only be debited for flood insurance premiums by the Flood Insurance Processing Center after flood applications/endorsements have been submitted.

This authority is to remain in full force and effect until the Company has received written notification from me (or either one of us) of its termination in such time and manner as to afford the Company and Financial Institution a reasonable opportunity to act on it.

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_

Full Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Producer Name: \_\_\_\_\_

Producer Number: \_\_\_\_\_

ATTACH A VOIDED CHECK FOR CHECKING ACCOUNT OR DEPOSIT SLIP FOR SAVINGS ACCOUNT

**MAIL TO:**

The Flood Insurance Processing Center  
PO Box 2057, Kalispell, MT 59903-2057

**OR**

**EMAIL:** [Agency Services](#)

**FAX:** 406.755.4403

## AL3 Download NFS-The Flood Processing Center

In order to take advantage of the download option, please complete this form and send to the Special Accounts Unit via Fax at (406) 755-4403 or [E-mail](#). Please include the following information in your request:

<b>Agency Name</b>	
<b>Agency Address</b>	
<b>Agency City, State, Zip</b>	
<b>Fax Number</b>	
<b>List <u>All</u> Producer Codes</b>	
<b>Management System</b>	
<b>Management Version</b>	
<b>Ivans Account Number</b>	
<b>Ivans User Id</b>	
<b>Contact Email</b>	
<b>Contact Name</b>	
<b>Contact Phone</b>	<b>Ext.</b>
<b>Start Date</b>	
<b>Initial Download (Y/N)</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Renewal/Rollover Quote (Bill)</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Policy Format: (pick one)</b>	
<b>Standard Format</b>	12-12345678-xxxx
<b>Suppress Dashes</b>	1212345678xxxx
<b>Suppress Year</b>	12-12345678
<b>Suppress Dashes and Year</b>	1212345678

<b>Management Systems</b>	
Agency Advantage	FSC Manager
Agency Manager	INSTAR
Agency Matrix	Insurance Pro
Agency Pro	Jenesis
Agency Systems	NASA Eclipse
<b>AMS (excluding AFW)</b>	Newton
Applied	Nexsure
DORIS	QQ Evolution
E-Agent	Quickfile
Easy Apps Pro	Quomation
EBIX	SIS
Eclipse	Special Agent
EZ Agent	Webcetera
EZ Lynx	Xanatek

**DO YOU WANT COMMISSION DOWNLOADS?**     Yes     No

\_\_\_\_\_  
Signature of the Agency Principal or Agency Manager

If you have further questions, feel free to call the Special Accounts Unit at (866) 221-2442 or E-mail us at: [specialaccounts@floodpro.net](mailto:specialaccounts@floodpro.net).