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To log into the Flood Policy Processing System enter the **User Name** and **Password** then click **Log In**.
To recover the user name and/or password click on **Forgot User Name** and/or **Forgot Password**.
Quick Search is similar in function to a Google search. Simply enter part or the entire policy, quote number, insured name, mailing address. Then, press enter or the submit button.

Once the steps have been followed the Policy Summary screen will be displayed.
To locate a Quote, Application or Policy and complete a Traditional Search select the desired Policy Status and Additional Search Criteria. Click Search.

Results from the search will be listed below the Policy Search Results headers.

Click Clear to remove the previous entries and enter your new search criteria. The first 10 search results will appear on Page 1. The search results will appear on up to 5 pages if needed.
FloodPro combines the Quote and Application processes into one single process.

To Create a Quote/app select the **Quote/App** button from the upper left hand side of the navigation bar.

Two options will appear; **Create a Quote/App** and **Search for Quote/App**. Select **Create a Quote/App** to bring up a new application.

The application can also be accessed from the Homepage by clicking on the **Create a Quote/App** picture button.
When completing the Application, it is important to remember that all of the boxes are designated as required information fields with the exception of **Member ID, Primary Phone, Alternate Phone and email**.

Once the property address has been entered into the Quote/App a **Verify Address** button will appear.
• A selection of the verify address button will cross check the property address listed against the US Postal Service database.
• If the US Postal Service lists the property under a different address a verification box will appear to **Accept Changes** or **Decline**.
• If the property address in the quote / app has been verified, the community and flood zone information will automatically be provided in the **Community** section of the quote / app if available.
• To view the zone determination, click on the blue number located under the community name.
**Preferred Risk (PRP)** = A lower-cost policy offering fixed combinations of building/contents coverage limits or contents-only coverage available for properties located in a B, C, X, AR and A99 Zones in Regular Program Communities that meets eligibility requirements based on the property’s flood loss history.

**Mortgage Portfolio Protection Program (MPPP)** = A program designed to help lending institutions maintain compliance with the Flood Disaster Protection Act of 1973, as amended. Policies written under the MPPP can be placed only through a Write Your Own (WYO) Company.

**Standard** = Used to issue policies that do not qualify for the lower-cost Preferred Risk Policy or for insuring properties located in zones beginning with the letters A or V.

**Tentative or Provisional** = Used to issue policies for applications that fail to provide the NFIP with valid actuarial rating information and/or an elevation certificate.
**What waiting period is applicable?**

**Standard 30 Day Wait** = Waiting period that is applied to a new policy when coverage is being voluntarily purchased.

**Lender Required – 30 Day Wait** = New policies obtained when a lender determines that flood insurance is required for an existing loan on a building that does not have flood insurance.

**Loan Transaction – No Wait** = Used when flood insurance is initially purchased in connection with making, increasing, extending, or renewal of a loan.

**Map Revision – One Day** = applies only where the Flood Insurance Rate Map is revised to show the building to be in an SFHA when it had not been in a Special Flood Hazard area as long as the application and premium are received within 13 months beginning on the effective date of a map revision.
• Post-FIRM properties in Zones A, AE, A1-A30, AO, AH, V, VE and V1-V30 that are newly purchased or newly insured must be full-risk rated with an Elevation Certificate.

• Pre-FIRM properties in Zones A, AE, A1-A30, AO, AH, V, VE and V1-V30 that are newly purchased or newly insured the Elevation Certificate is Optional.
**Mortgagee(s)**

Enter up to Four mortgagee’s including the Loan Number

<table>
<thead>
<tr>
<th>First Mortgagee</th>
<th>Second Mortgagee</th>
<th>Loss Payee</th>
<th>Disaster Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loan Number:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mortgagee:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postal Code:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td>- Select One -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Is this Policy required for Disaster Assistance? No
Is insurance required under mandatory purchase? No
**Construction**

**What is the Date of Construction Source?**

- **Original Construction Date** = Date used when construction began after 180 days of the building permit date.
- **Building Permit Date** = Date used if construction began within 180 days of the building permit date.
- **Substantial Improvement Date** = Used if the structure has been substantially improved. A building is substantially improved if any reconstruction, rehabilitation, addition, or other improvement of a structure in which the cost of which equals or exceeds 50% of the market value of the building before the start of construction of the improvement.
- **Manufactured (Mobile) Home located in a Mobile Home Park or Subdivision** = applies if the manufactured (mobile) home or travel trailer is located inside a mobile home park or subdivision, Enter the construction date of the mobile home park or subdivision facilities.
- **Manufactured (Mobile) Home located outside a Mobile Home Park or Subdivision** = Select this option if the manufactured (mobile) home or travel trailer is located outside a mobile home park or subdivision.
Is the Building in the Course of Construction? Select Yes or No.

If Yes, Is it Walled and Roofed? Select Yes or No.

Is the Building Over Water? Select Yes or No.

If Yes, Is the structure Partially or Fully over water?
### Occupancy

**Single-Family Residence** = A residential single-family building, or a single-family dwelling unit in a condominium building.

**Two to Four Family** = A residential building that contains 2 to 4 units. This includes apartment buildings and condominium buildings.

**Other Residential Building** = A residential building that contains more than 4 apartments/units, including hotels, motels, rooming houses where the normal occupancy of a guest is 6 months or more.

**Non-Residential** = Commercial or Non-habitational buildings, or a mixed-use building that does not qualify as a residential building.
0% - N/A: Non-Residential/Business Property/Non Tenant of Rental Property.
50% or less: Insured lives/will live in the home less than 50% of the year.
51% to 79%: Insured lives/will live in the home 51% to 79% of the year (Primary Residence).
80% or more: Insured lives/will live in the home 80% or more of the year (Principal Residence).

• Effective June 1st, 2014, a primary residence is defined as a building that will be lived in by the insured or the insured’s spouse for more than half (or more than 50%) of the 365 days following the policy effective date.

• Please note that the Primary Residence definition for determining the appropriate premium rate for the Standard Flood Insurance Policy is not the same as the requirements of Section VII (V) of the Dwelling form. The Principal Residence 80% owner occupancy and 80% insured-to-value thresholds provided in the Standard Flood Insurance Section VII (V) of the Dwelling form will continue to govern whether or not a building qualifies for Replacement Cost Value or Actual Cash Value loss settlement for claims.
Is the structure dedicated entirely for residential, entirely as non-residential or is it of mixed use?
Is the structure a business property? A business property is defined as a non-residential building that produces income, or a building designed as office or retail space, or for wholesale, hospitality or similar uses.
What is the building used for?

Options include:
- Main House
- Detached Guest House
- Detached Garage
- Agricultural Building
- Warehouse
- Poolhouse, Clubhouse, Recreation Building
- Tool/Storage Shed
- Barn
- Apartment Building
- Apartment - Unit
- Cooperative Building
- Cooperative - Unit
- Other
How does the insured wish to insure an addition and extension if applicable?

The NFIP insures additions and extensions attached to and in contact with the building by means of a rigid exterior wall, a solid load-bearing interior wall, a stairway, an elevated walkway, or a roof. At the insured's option, additions and extensions connected by any of these methods may be separately insured.
• What diagram number best describes your structure?
• How many floors are in the structure?
• Does the Structure have an Attached Garage? If so another section with garage information will appear.
Severe Repetitive Loss is defined as a structure that has had 1 of the following paid flood loss criteria since 1978, regardless of ownership.

* 4 or more separate claim payments of more than $5,000 each (including building and contents payments).
* 2 or more separate claim payments (building payments only) where the total of the payments exceeds the current value of the property.
Elevation Certificate

The **Elevation Certificate** section is made easier by simply entering all of the information from the Elevation Certificate.

Once the information from the Elevation Certificate is entered into the flood processing system, click the Determine Lowest Floor button to determine the Elevation Difference as well as determine the Floor for rating.
• Once all forms are completed, click **Save and Calculate** at the bottom of the **Quote/App**.

• After the **Quote/App** has been saved, click on the **Print** button at the bottom of the **Quote/App** to bring up a PDF file of the **Quote/App** that can be saved to a computer file or printed.
Critical Errors that Must be Corrected

Optional errors

View or Enter Memos

Print the Quote / Application?

Save Quote/App
Memos
Documents (View/Upload)
Print Quote/App

Quote/App - 6313453

Validation Panel

Warnings (1)
- Building Description is missing or invalid.

Informational (1)
- The current community information does not match the information provided by the flood zone determination vendor.

Any missing or incorrect required information will appear as **Warnings** at the top of the application.

The application cannot be submitted until all of the **Warnings** have been cleared.

Missing or incorrect information that is not required will appear under the **Information** section.
From FloodPro complete a quote/application

Once complete click “Submit Payment”
- Select the applicable form of payment and submit

- Choices include:
  - Check
  - eCheck
  - Credit Card
- From FloodPro, complete a quote/application
- Once complete, click “Submit Payment”
If documents are available for upload:

- Click the “Choose File” button
- Select the file from your desktop
- Click “Next” once complete
Once the “Next” button from the previous screen is clicked, the user will be asked to provide the point of contact at the agency who is completing the application.
Once the “Agency Point of Contact” has been submitted the Electronic request complete screen will appear.

- Step by Step instructions on how to proceed are provided
- Click “Continue” to complete the process
DocuSign will send the agency point of contact an email for the requested documentation/signatures needed to issue the policy.
The body of the email will include
- Steps to complete the application process
- Access to the DocuSign system to “Review Document”

Click “Review Document” to proceed

The Flood Processing Center
saurabh.sharma.14@sn.com

The documentation in this email is required to issue your Flood Insurance policy. Follow these steps to complete the application process:

1. Click “REVIEW DOCUMENTS”
2. Electronically sign and/or upload all requested documentation
3. Click “FINISH”

It is extremely important that you review each document and click the FINISH button at the end; doing so will eliminate reminder emails being sent to you. Please be advised that failure to provide the necessary documentation and signatures within 10 days of this request may result in the delay of processing your New Business application.
If the applicant’s signature is needed, DocuSign will request the email address for the applicant.

The applicant’s signature will only be required for the following:

- Elevated Building Determination form for properties located in zones A and V
- Condominium Association Bylaws
- Primary Residence Verification

You have been asked to review and add recipient information.
Please enter the email address and name for the associated role and select 'Complete and Send'.

<table>
<thead>
<tr>
<th>Role</th>
<th>Email</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant</td>
<td><a href="mailto:james.kirk2017@outlook.com">james.kirk2017@outlook.com</a></td>
<td><a href="mailto:james.kirk2017@outlook.com">james.kirk2017@outlook.com</a></td>
</tr>
</tbody>
</table>

Applicant’s Name: JAMES T. KIRK
Property Address: 405 WATERSIDE DR
IRVING, TX, 75063-4254

An Elevation Certificate with current information is needed to complete the processing of the flood insurance application referenced above.

I am attaching the requested documentation.
- If the applicant’s signature is needed, DocuSign will request the email address for the applicant.
- The applicant’s signature will only be required for the following:
  - Elevated Building Determination form for properties located in zones A and V
  - Condominium Association Bylaws
  - Primary Residence Verification
No Applicant Signature Required

- Place a check in the “Agree to Terms” check box
- Click “Continue”
Other Actions Include:

- Finish Later
- Print & Sign
- Assign to Someone Else
- Decline to Sign

Click “Other Actions” for additional options.
▪ Clicking the “Start” button will take the agent step by step thru the documentation process.

▪ If additional documentation is required the agent may choose to attach the document by selecting the “I am attaching the requested documentation” radio button.

▪ Once the button has been selected a paperclip icon will display allowing the agent to attach the document.
• If documentation has already been provided (i.e. fax, email, FloodPro) select “I have already provided the requested documentation”.

☐ I have already provided the requested documentation

Please send the appropriate documentation to us within 10 days of the date of this request to avoid further delays in processing the application.

Sincerely,

Underwriting Department
(440)446-1600
To upload documentation click the paperclip icon and answer any applicable questions.
Once the upload document icon is selected, click the “Upload A File” button. Upload the file from your saved location – Multiple documents can be uploaded here.
Once the document(s) have been uploaded, click the “Next” button.
The agent point of contact will click the “Sign” button if prompted.

An Elevation Certificate with current information is needed to complete the processing of the flood insurance application referenced above.

- I am attaching the requested documentation.

Is the property address listed on the elevation certificate an exact match to the property address listed on the flood insurance application?

- Yes
- No

I certify that the elevation certificate provided is for the property located at:

and that the addresses are for the same property location.

Al Anderson  
Feb 19, 2018

- I have already provided the requested documentation
The agent point of contact can choose to adopt a signature or draw one themselves.

**Adopt Your Signature**

Confirm your name, initials, and signature.

* Required

**Full Name**

James T. Kirk

**Initials**

JTK

**SELECT STYLE**

**DRAW**

**PREVIEW**

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

**ADOPT AND SIGN**

**CANCEL**
Attached documents will display at the bottom of the DocuSign form.

Please send the appropriate documentation to us within 10 days of the date of this request to avoid further delays in processing the application.

Sincerely,

Underwriting Department
(440)446-1600

Elevation Certificate(1) 8/18/17.docx

| U.S. DEPARTMENT OF HOMELAND SECURITY |
| FEDERAL EMERGENCY MANAGEMENT AGENCY |
| National Flood Insurance Program |

**ELEVATION CERTIFICATE**

**SECTION A – PROPERTY INFORMATION**

| A1. Building Owner Name: | James T. Kirk |
| A2. Building Street Address (including Apt., Unit, Suite, and/or Blk No.) or RD, Route and Box No.: | |
| City | State | ZIP Code | Company NAD Number |

**FOR INSURANCE COMPANY USE**

| Policy Number: | |

**Section C Lot 15 B**

| A4. Building Use (e.g., Residential, Non-Residential, Addition, Accessory, etc.): Residential |
| A5. Latitude/Longitude: Lat: 34°41'43" N, Long: 73°21'26" W |
| A7. Building Diagram Number: | |

**A8. For a building with a crawl space or enclosure(s):**

<table>
<thead>
<tr>
<th>a)</th>
<th>b)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Square footage of crawl space or enclosure(s)</td>
<td>875 sq ft</td>
</tr>
<tr>
<td>Number of permanent flood openings in the crawl space or enclosure(s) within 1.0 foot above adjacent grade</td>
<td>4</td>
</tr>
<tr>
<td>a)</td>
<td>b)</td>
</tr>
<tr>
<td>Total net area of flood openings in All b</td>
<td>880 sq in</td>
</tr>
<tr>
<td>d)</td>
<td>e)</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**A9. For a building with an attached garage:**

| a) | b) |
| Square footage of attached garage | NA sq ft |
| Number of permanent flood openings in the attached garage within 1.0 foot above adjacent grade | NA |
| c) | d) |
| Total net area of flood openings in All b | NA sq in |
| e) | f) |
| Yes | No |

**SECTION B – FLOOD INSURANCE RATE MAP (FIRM) INFORMATION**

| B1. NFIP Community Name & Community Number: El Paso |
| B2. County Name: El Paso |
| B3. State: CO |
| B4. Map Panel Number: 080064-0278 |
| B5. Jurisdiction: F |
| B6. FIRM Index Date: 03/17/1997 |
| B7. Flood Risk: AE |
| B8. Base Flood Depth(s): 5 feet |

**OMNo. 1560-0008**

**Expiry Date: July 31, 2015**
Click “FINISH” on the bottom or top right corner of the page to complete the process.
▪ Once the “Finish” button is clicked, the agent point of contact will receive the following confirmation.
▪ Click “Continue”
The agent point of contact's portion is complete.
DocuSign will now send an email to the applicant for signature if necessary.

You're done!
Thanks for using DocuSign.
After all recipients finish signing, you will receive an email with a link to the document.

Have questions? We're here to help.

**How do I get back to my document?**
Once all signers have finished signing the DocuSign document, you'll be notified via email. You can access the document by opening the completed notification email that is sent to you once all signers have finished signing.

**Will this document be saved to my DocuSign account?**
Yes, if you already signed up for a DocuSign account, go to www.docusign.net and log in with your email and password. Once logged in, select the Documents tab and you will see your documents.
The applicant will receive an email from DocuSign once the agent completes their portion.
- From DocuSign the applicant should click in the “I agree to use electronic records and signatures” box.
- Then click the “Continue” button.

Please Review & Act on These Documents

The Flood Processing Center
NFS FloodPro SQA-O Sandbox

The documentation in this email is required to issue your Flood Insurance policy. Follow these steps to complete the application process:

- View More

Please read the Electronic Record and Signature Disclosure.
- I agree to use electronic records and signatures.

CONTINUE

OTHER ACTIONS ▼
To electronically sign the document the applicant should click on the signature icon.

<table>
<thead>
<tr>
<th>The applicant is signing below. (Fastest processing).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant: Please read and sign if the agent has selected <strong>The applicant is signing below.</strong></td>
</tr>
</tbody>
</table>

The property referenced above is my primary residence in which I and/or my spouse live in more than 50 percent of the 365 days following the policy effective date.

```
james kirk

Jan 13, 2018
```

PURSUANT TO 28 U.S.C. § 1746 I CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE UNITED STATES OF AMERICA THAT THE FOREGOING IS TRUE AND CORRECT. I UNDERSTAND THAT ANY FALSE STATEMENTS MAY CAUSE MY POLICY TO BE VOID, AND MAY BE PUNISHABLE BY FINE OR IMPRISONMENT UNDER APPLICABLE FEDERAL LAW
The applicant can adopt a signature or draw their own.

Adopt Your Signature

Confirm your name, initials, and signature.

* Required

Full Name*
James T. Kirk

Initials*
JTK

SELECT STYLE    DRAW

PREVIEW

By selecting Adopt and Sign, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

ADOPT AND SIGN    CANCEL
- The document has now been signed.
- The applicant will click “Finish” to complete the process.
DocuSign will display a confirmation pop-up.

You're Done Signing

A copy of this document will be sent to your email address when completed by all signers. You can also download or print using the icons above.

CONTINUE
The agent point of contact and applicant will receive an email from DocuSign indicating that the required documents have been submitted.

Clicking “View Completed Documents” will display the forms.
Renewing Policies

To view a list of policies that need to be renewed click on the Renewal List option from the Search menu on the home page.

Four options will appear labeled Search for Policies, Community Information, Zone information, and Declaration/Renewal Bill Search.

Select Search for Policies and click to bring up the Policy Search page.
• To pay renewals click on **Pay Renewal Bills** from the search menu on the home page, then enter the applicable search criteria.

• A list of policies will appear under the **Renewal Bill Search Results**.

• Choose the **Payment Option**, then the appropriate payment option.
Endorsements

Start the endorsement by using any of the search methods previously described.

If using the Policy Summary screen click on the Select Policy Activity tab then select Create Endorsement.
Again, the information from the policy summary page is organized the same way as the application. When creating an endorsement, information can be found in the same places. The **Renewal Bill Payor** for example, is under the Insured & Property section:

Select **Renewal Bill Payor** from the list.

The available choices will not include any person/entities that do not exist or the current payor.
Under the Insured & Property category, the insured(s) name, property address, contact info and **mailing address** can also be updated.

If the mailing address is different from the property address, Select “Yes” next to this question, and additional fields will appear to add/edit the mailing address.

Click the **Verify Address** button to verify it through USPS.
Select the appropriate waiting period.

Make sure a location of contents is entered if contents are being added.
Click the Calculate button to see the Premium difference with the changes made.

The View Preliminary Statement link will open a printable endorsement form showing these changes.
If there is something wrong with the information we are changing on the policy, the system will let you know when you select Calculate with a message asking for corrected information.

**Policy Validation**

END10003 - Endorsement effective date must be the same as the policy term inception date: (23)

The endorsement can be saved without correcting this information but any calculation of premium due or refunded will not be able to be completed.
A policy that does not currently have an **Elevation Certificate** added to the rating, can have one added later on (if zone and policy type allows it).

Under the Building category, select “Yes” next to “Do you have an Elevation Certificate”. The Elevation Certificate section will then appear below it.
After entering the Certificate Signature Date, the full form will appear for the information to be input as shown on the Elevation Certificate.

Once elevations are entered, click the Determine Lowest Floor button to see the elevation difference.
• To Submit the endorsement for processing, click the Submit button.
• This will prompt a message to appear, allowing the user to either continue editing the endorsement, or proceed with submitting it.

Submitted endorsements that require underwriter review, will be displayed under the Saved Endorsement tab on the right of the Policy Summary page.
If **premium is due** when the user clicks Submit, this message will appear, advising the premium amount due and options to pay online or by mailing a check.

![Premium Due: $746]

If the user is not ready to submit payment, they can click **Continue Editing**.

The **View Preliminary Statement** link is also displayed, allowing the user to print the endorsement form.
If the option to Pay Online is selected, the user will be brought to the payment screen to enter the Credit Card.

ACH (eCheck) will only be listed as an option if the user is set up with this functionality.

A successful payment will display this message. A payment confirmation can be printed from here.
Start the endorsement by using any of the search methods previously described.

If using the Policy Summary screen click on the Select Policy Activity tab then select Cancellation Request.
Traditional Policy Search

Action Dropdown
The Cancellation Reason dropdown will list the valid reasons for cancelling a policy in the Flood Program.

Instructions

1) Select Cancellation Reason
2) Enter Effective Date
3) Verify Payee Information
4) Calculate Refund
5) Print Cancellation Form
6) Upload Documents

Note: The calculated amount may change depending on the reason for the cancellation and/or when the information is received.

*If you’ve already submitted a request and want to upload additional documents, click the upload documents button*
6) Upload Documents

Note: The calculated amount may change depending on the reason for the cancellation and/or when the information is received.

Explanation

Property is either sold, removed, destroyed, or physically altered and no longer meets the requirements of an eligible building.

Documentation Needed

- Cancellation Form - Signed by Agent of Record and ALL Insureds (note: If the insured is not a person, provide the title of the person signing the form), and

One of the following:

- HUD-1 Settlement Statement (Fastest Processing)
- Bill of Sale
- Proof of Removal
- Proof of Total Loss
- Court Doc for Foreclosed Building

*If you’ve already submitted a request and want to upload additional documents, click the upload documents button.

Proprietary & Confidential 73
Report A Loss by using any of the search methods previously described.

If using the Policy Summary screen click on the Select Policy Activity tab then select Report Claim.
A second method to Report a Loss is to click on the Report a Loss Picture Icon from the home page.
A third method to report a loss is to complete a traditional search then in the **Action** button click on **Report Claim**.
- The **Claim Info** section starts with the entry of the **Date of Loss**. The **Date of Notice** field will be prefilled to the current date.
- Next enter the first and last name of the **Person Reporting** the **Loss**.
- Choose the individual that the loss was **Reported By**.
- Options include the insured or other. Indicate if the loss was **Received Via** phone, email, fax or text message.
• Indicate what location the Flood Processing Center should **Send Mail To**. Choices include Standard mailing address, Property address or a Temporary address.

• If a **Primary Email** and a **Secondary Email** is provided, the insured will receive email update on the status of the claim. Up to four contact numbers can be provided including a **Primary Phone**, **Secondary Phone**, **Other Phone 1** or **Other Phone 2**. Next to the contact numbers indicate what type of number was entered. Choices include a mobile phone, home phone or an office phone.

• Click the dropdown list next to **Preferred Contact Methods** to indicate if the insured would prefer to be contacted via phone, email or mail.

• The final question asks if the insured would like to have **Direct Deposit Requested**.
The **Policy Summary** reviews the underwriting details of the structure including any **Prior Loss Info** as well as **Claims FAQ for your policyholders**.

Any mortgagee listed on the policy will appear in the **Mortgagee(s)** section. If the mortgagee is incorrect place a check in the **Discrepancy in Mortgage Information** box.
• Information about the **Assigned Adjusting Firm** is found in the **Adjuster Info** section. Information includes **Contact Information** for the adjusting firm.
• The **Notes to the Adjusting Firm** box allows the user to enter notes and comments for the adjuster.
Before the notice of loss is submitted the user will be asked to **Review** the **Claim Information**.

To correct any information click **Cancel**.

To submit the notice of loss click **Continue**.
The Resource Materials menu offers a variety of useful links. From the drop down menu that appears, click on the appropriate document and a pop-up window will open with the document that was chosen.

**Important Notices** link to the primary residence verification form the insured can complete.

**Community Status Book** provides community status information directly from FEMA’s official website.

**Elevation Certificates Resources** allows the request of an Elevation Certificate completed by a licensed engineer or land surveyor to be submitted.

**Endorsement Form** provides a printable endorsement form that can be completed and submitted to process a variety of endorsements.

**FIRA Documents** provides downloadable FEMA documents such as **Summary of Coverage** and the **Claims Handbook**.

**Flood Manual** provides an online copy of the **NFIP Flood Insurance Manual**.

**Policy Forms** provides an online copy of the 3 different policy jackets for the NFIP.

**Public Records** takes you to the **NetrOnline** public records database.

**Request Supplies** sends a request for various forms and documents to the Flood Processing Center.
The **Training Library** contains training modules on various topics relevant to policy processing. To view the material, simply click on the title of the module.
The **Track Storms** tab links to the National Hurricane Center webpage. [www.nhc.noaa.gov](http://www.nhc.noaa.gov)
The Chat product provides and instant link to a live Customer Service Representative that can answer questions with regard to Active Policy, Cancellations, Claims, Contact Information, Endorsements, Payment Status, and Renewal Status.

To initiate a conversation with a Chat representative, select the topic of discussion and click on Start Chat. A representative will respond within seconds, and a message may be typed in the box provided.
The Help menu offers a variety of useful tools and information. To view any of the information or tools within the Help menu, select the Help button located in the middle of the dark blue navigation bar at the top of the webpage and click on the appropriate option.

- **About Us** provides additional information about National Flood Services from the National Flood Services website.

- **Chat with a Flood Expert** provides a link to chat with a member of our support team regarding any questions or concerns about new and existing flood insurance policies.

- **About FloodPro** provides Product Information about the FloodPro website.
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Opt-in to NFS email communications
www2.floodresource.com/l/34032/2015-02-06/3gbb7p

WYO Company

eBook
www.nfipchanges.com

NFIP / FEMA Websites
www.nfipiservice.com
www.fema.gov/nfip

Please note: These materials may become dated as NFIP rules and regulations change.