



FNOL Portal Walk-Through

Global Housing CX, MFH
Data Collected: 1.1.22 – 4.30.23

FNOL Step-by-Step Process Example

Cause of loss: Fire

Testing FNOL Portal - Walk-Through



We're here to help

We're sorry you experienced a loss. We'll try to make the process as quick and easy as we can.

To get started, you'll need your Policy Number, which is found on your [declaration page](#). Once you have your policy number handy, you'll go through 2 steps.

- 1: Enter what kind of claim you have and when it happened.
- 2: Submit all the required documents. This includes:
 - A list of all the items you are claiming
 - Documents that prove you owned these items and their value - things like receipts, bank or credit card statements, photos, user manuals, packaging or product registration.
 - If you're claiming any high value items, you may need to provide proof of authenticity.

You will need about 10 minutes to file the claim and 20 minutes to submit all the documentation.

CONTINUE

Policy Declaration

Policy Document

AMERICAN BANKERS INSURANCE COMPANY
NEW ORLEANS, LA 70114
11222 Quail Roost Drive, Miami, FL 33157-4096

POLICY NUMBER	POLICY PERIOD	
	FROM	TO
R11234567	09/04/05	09/04/06

AMERICAN BANKERS INSURANCE COMPANY
11222 Quail Roost Drive, Miami, FL 33157-4096

COVERAGE	AMOUNT OF COV	MAX # BENEFITS	PER YEAR
THEFT AND VANDALISM	\$50,000	1	\$5.00
PERSONAL LIABILITY	\$50,000	1	\$5.00
MEDICAL EXPENSES	\$50,000	1	\$5.00
DAMAGE TO PROPERTY OF OTHERS	\$50,000	1	\$5.00
ADDITIONAL COVERAGES AND CREDITS/CHARGES INCLUDED IN THE ABOVE PREMIUM			
REPLACEMENT COST			N/A

FORMS AND ENDORSEMENTS
AMERICAN BANKERS INSURANCE COMPANY

CLOSE

Loss Date

Enter the date the loss happened.

Policy Number

RIN8971225

Date the loss happened

01/04/2023



◀ Jan 2023 ▶

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

BACK

FIND MY POLICY

We found your policy RIN8971225

Insured Address 2213 RAGLAND RD

Tell us the reason for your claim

Cause of Loss

CHANGE LOSS DATE

CONTINUE



- Accidental Discharge of Water
- Accumulation of rainfall or snow
- Burglary (a thief broke in)
- Collapse
- Fire
- Flood
- Freeze
- Hail
- Landslide**
- Lightning
- Mold
- Power Surge
- Smoke
- Termination of Employment
- Theft (items stolen but no one broke in)
- Vandalism (someone maliciously damaged your property)
- Volcanic Eruption
- Water Damage
- Weight of Ice or Snow
- Windstorm

How can we contact you?

Email Address*

HousingCX@assurant.com

By clicking "Submit Claim", you are providing us with your claim information and you will be notified at the email address you provided regarding this Notice of Claim and related communications. If you do not receive a response within 2 business days, please contact us to ensure your information was received. If you no longer wish to receive electronic communications at the e-mail address provided, refer to the [Electronic Business Consent](#) disclosure for instructions on how to opt out.

To continue your claim without consenting to electronic communications, please call the phone numbers below:
Renter, Manufactured Home or Condo: 1-800-358-0600
Homeowner: 1-800-652-1262.

To continue your claim without consenting to electronic communications call us at the phone numbers below:

Renter, Manufactured Home or Condo: 1-800-358-0600

Homeowner: 1-800-652-1262.

Contact Number*

(305)253-2244

Mobile Number (Recommended)

(305)253-2244

Mobile number same as contact number

Mobile phone number will update the contact info for your claim. To update the contact info on your policy, please go to your account.

I'd like to receive text messages to the mobile phone number provided above.

By clicking SUBMIT CLAIM, I consent to receiving SMS texts from Assurant regarding my policy at the mobile phone number provided above. Texts may include, but are not limited to: any information regarding my policy, coverage notices, claims, billing, and general customer service. The frequency and type of texts will be determined by Assurant. I must inform Assurant if my mobile phone number changes. I may choose to stop receiving text messages anytime by replying STOP. I may also text HELP for assistance. I have read and agree to the [Electronic Business Consent](#) disclosure. Standard message and data rates apply.

Change Cause of Loss

Submit Claim



Your claim has been successfully created!

An adjuster will contact you within 2 business days to discuss the details of your claim.

*If you need help call us at the phone numbers below:
Renter, Manufactured Home or Condo: 1-800-358-0600
Homeowner: 1-800-652-1262.*

Once Claim Filed, and Upon Returning to Portal:

The screenshot shows a web browser window with the Assurant logo at the top left. The main heading reads "We found others insured under your policy". Below this, there is explanatory text and a consent statement. A table with three columns (Person(s) Insured, Mobile Number, Email Address) lists two individuals: Ivan Luna and Eleany Gamez. The table has input fields for contact information. At the bottom, there is a "Privacy Policy" link and a copyright notice for 2020 Assurant, Inc.

We found others insured under your policy

To avoid any delays in your claim, please provide contact information for each person listed under your policy. Each insured should have a unique mobile phone number and email address.

I represent that I am authorized to give consent for electronic delivery of policy related communications for any additional insureds or payees on this policy, by providing their mobile phone number and/or e-mail address.

Person(s) Insured	Mobile Number	Email Address
Ivan Luna	<input type="text"/>	<input type="text"/>
Eleany Gamez	(561)657-9927	HousingCX@assurant.com

Privacy Policy

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Looks like you are currently opted out of receiving text messages

Would you like to opt back in so that we can keep you up to date on your claim status?

I'd like to receive text messages to the phone number on file XXX-XXX-9927

NO THANKS

YES

Confirm Mailing Address

Please verify your mailing address before continuing.

Mailing Address on file

17803 LA CANTERA TER APT 12612
SAN ANTONIO, TX 78256-2553

- Yes, my mailing address is correct
- No, that is not my mailing address

BACK

CONTINUE

Did this loss start in your residence?

Yes No

Where did the fire start?

- Please Select
- ✓ Kitchen
- Bedroom
- Living Room
- Bathroom
- Neighbor
- Other

Fire Dept. Name:

What Fire Department responded?

Fire Department Test

Tell us about your home

What type of home are you in?

- ✓ Please Select
- Single Family Home
- Townhouse
- Apartment
- Student Housing

of Bedrooms

of Bathrooms

What type of home are you in?

Apartment



of Bedrooms

2

of Bathrooms

1

Total # Rooms affected

4

Is the home livable?

Yes No

What do you normally spend on Food and Rent before the loss occurred?

Normal rent paid monthly?

\$1500

Normal food cost spent weekly?

\$200

Please provide your landlord or property manager's details below

Landlord or property manager Name

Please provide your landlord or property manager's details below

Landlord or property manager Name

The Test Aparments

Contact Phone

(305) 253-2244

Contact Email

The quickest method to inspect your property would be through video inspection via your mobile phone.

Would you be interested if applicable?

Yes No

We're available Monday through Friday 8am-5pm. Tell us what days and times work best for you. We will do our best to work with you.

Monday Tuesday Wednesday Thursday Friday

Morning (8am-12pm) Afternoon (12pm-5pm) Available all day

BACK

CONTINUE



✓ Claim Details

Item Details

Document Upload

Confirmation

Describe the items you are claiming

Was your personal property damaged?

Yes No Not Sure

No Worries. We'll follow up with you again once you know more.

BACK

CONTINUE

Was your personal property damaged?

Yes No Not Sure

How many items were affected?

0 - 15 16 - 20 > 20

Please provide the details of the damaged items to include age, make, model and purchase price if known

Item Type Qty Condition Purchase Date Purchase Cost
couch 1 Average 2018

ADD ITEM

- Jan
- ✓ Feb
- Mar
- Apr
- May
- Jun
- Jul
- Aug
- Sep
- Oct
- Nov
- Dec

Done

Purchase Date

February 2018

- Below Average
- ✓ Average
- Above Average
- New

Purchase Cost

BACK

CONTINUE

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end tab

end tables

coffee table 2 end tables

end table wood

end table glass

end table hillsdale

end table wooden

wood end tables

end table haran

barrel end table

end tab Custom Item

e.g. Samsung TV...

TV

tv receiver direct tv

led tv 30" tv

led tv 32" tv

led tv 30 in tv

led tv 32 in tv

32 in tv smart tv

large tv mount for flat scree

tv

TV Custom Item

e.g. Samsung TV...

ADD ITEM

Item Type	Qty	Purchase Date	Condition	Purchase Cost
couch	1	February 2018	Above Avera	\$3500

Item Type	Qty	Purchase Date	Condition	Purchase Cost
end table wood	1	March 2019	Average	\$129

Item Type	Qty	Purchase Date	Condition	Purchase Cost
painting	1	February 2010	Below Avera	\$462

Item Type	Qty	Purchase Date	Condition	Purchase Cost
e.g. Samsung TV...	1	March 2020	New	\$980





✓ Claim Details

✓ Item Details

Document Upload

Confirmation

Uploading your documentation [?]

Provide documentation that supports your claim. If you do not have this information now, your adjuster will work with you to obtain at a later time.

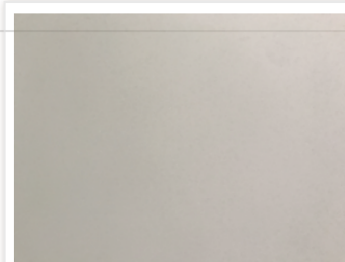
Photos of Damages [?]

Drag & drop files here ...

BROWSE ...

Photos of Damages [?]

Processing...



IMG_6859.jpg
(1.74 MB)

Processing...



BROWSE ...

Provide documentation that supports your claim. If you do not have this information now, your adjuster will work with you to obtain at a later time.

Photos of Damages [?]

The screenshot shows a file upload interface with two items. The first item, 'IMG_6860.jpg (1.73 MB)', is shown with a photo thumbnail and a green 'Done' bar with a checkmark icon. The second item, 'IMG_6861.MOV (17.24 MB)', is shown with a document icon and a red error message: 'Invalid extension for file "IMG_6861.MOV". Only "pdf, rtf, bmp, gif, tif, tiff, png, jpg, jpeg, txt, doc, docx, xls, xlsx" files are supported.' Below the items are 'REMOVE' and 'BROWSE ...' buttons.

Photos of Damages ?



IMG_6857.jpg
(1.71 MB)

Done



IMG_6858.jpg
(1.73 MB)

Done



Done



IMG_6859.jpg
(1.74 MB)

Done



IMG_6860.jpg
(1.73 MB)

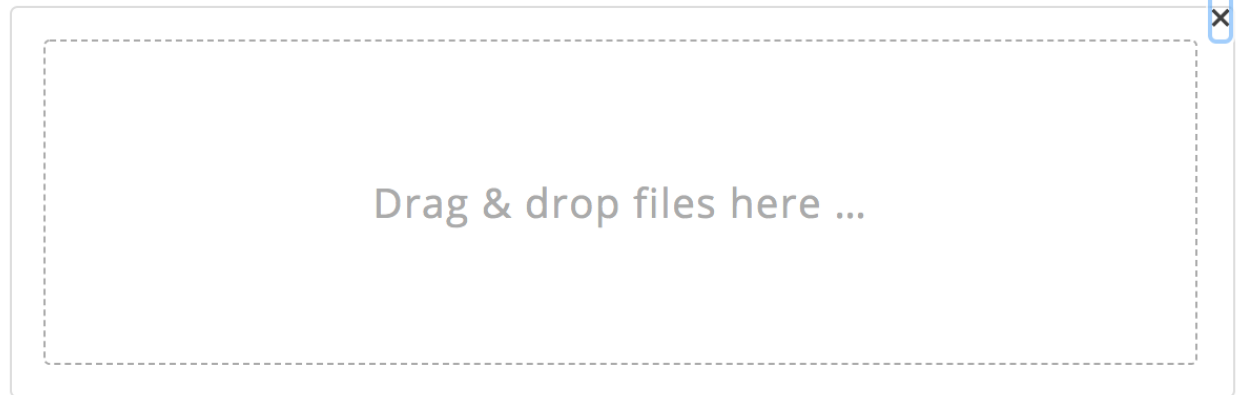
Done



 REMOVE

 BROWSE ...

Photos of Damages ?



 BROWSE ...






✔ Item Details

✔ Document Upload

Processing...

0%

Please DON'T close your browser or click the back button.
This process may take up to 2 to 3 minutes

-  Reviewing uploaded documents
-  Reviewing claim details
-  Reviewing item details
-  Updating information
-  Processing your claim

assurant.com/claimscenter/(S(is1gby1urextmjeo2kzcnuh1))/consumers/en-US/document/upload/0...

Thank you!

Your claim has been successfully updated!



An adjuster will contact you within 2 business days to discuss the details of your claim.

Rate Your Experience

Rating



Review (optional)

0/1000

Privacy Policy 

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