



# FloodPort Agency Overview

Version 1.0 12282022



## **Overview of Assurant's new policy management system - FloodPort Agency**

**FloodPort is the all-in-one system for agent, underwriting, and claims alike. When an agent logs into FloodPort they go to the Agency view. This view has different permissions and there are some differences in the way it functions.**

**This overview is specific to the Agency view.**

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ASSURANT®

# FloodPort

Your Port in the Storm

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Home

News & Events

Obtain a Quote

Worklist

Flood Policies

Notifications

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Reporting

Welcome [Trainer Joe](#)

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## Obtain a Quote ▶

Obtain a flood zone determination and premium quote for new business or a company rollover. When the premium quote is complete proceed to application to finish the process and submit electronically.

## Worklist ▶

Follow through on quotes and applications, view pre-expiration policies, and check on the status of applications being processed.

## Report Claims ▶

Create a Notice of Loss for a policy.

## Policies & Quotes ▶

Access policies, quotes and applications. Endorse, report claims, cancel, review policy and claim history, and obtain documents such as dec pages and renewal bills.

### Search for a Policy or Quote

Last Name or Business Name:

Search

First Name:

### Take Action on a Policy or Quote

Policy Number or Quote Id:

Go

Live Chat

## News & Events ▶

[more...](#)

Welcome [Trainer Joe](#)

## Obtain a Quote ▶

Obtain a flood zone determination and premium quote for new business or a company rollover. When the premium quote is complete proceed to application to finish the process and submit electronically.

## Worklist ▶

Follow through on quotes and applications, view pre-expiration policies, and check on the status of applications being processed.

## Report Claims ▶

Create a Notice of Loss for a policy.

## Policies & Quotes ▶

### Agent Home Page

Start a quote

Review pending items

Report a claim

View outgoing documents

s, cancel,  
ec pages

Search

Go

[more...](#)

Welcome [Trainer Joe](#)

## Agent Home Page

Search for a quote or policy

Review pending items

Important News & Events

[Create a Notice of Loss for a policy.](#)

## Policies & Quotes ▶

Access policies, quotes and applications. Endorse, report claims, cancel, review policy and claim history, and obtain documents such as dec pages and renewal bills.

### Search for a Policy or Quote

Last Name or  
Business Name:

Search

First Name:

### Take Action on a Policy or Quote

Policy Number or  
Quote Id:

Go

## News & Events ▶

[more...](#)

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [Trainer Joe](#)

### Agent Home Page

- Start a quote
- Review pending items
- Search for a quote or policy
- View outgoing documents
- Reference materials
- Obtain reports

### Policies & Quotes

Access policies, quotes and applications. Endorse, report claims, cancel, review policy and claim history, and obtain documents such as dec pages and renewal bills.

**Search for a Policy or Quote**

Last Name or Business Name:

First Name:

**Take Action on a Policy or Quote**

Policy Number or Quote Id:

### News & Events

[more...](#)

Quick Quote allows the agent to get a premium quote with the least possible questions. Then if the insured wishes to continue they can convert to an application and complete the rest of the questions.

The screenshot shows the FloodPort website interface. At the top left is the ASSURANT logo. The main header features the 'FloodPort' title. A navigation bar includes links for 'Home', 'News & Events', 'Obtain a Quote', 'Worklist', and 'Flood Policies'. A user greeting 'Welcome Trainer Joe' is visible. Below the navigation bar are two main content areas: 'Obtain a Quote' and 'Policies & Quotes'. The 'Obtain a Quote' section includes a description of the process. The 'Policies & Quotes' section includes a search form for policies and quotes, with fields for 'Last Name or Business Name', 'First Name', and 'Policy Number or Quote Number', and buttons for 'Search' and 'Go'. Green callout boxes with arrows point to the 'Obtain a Quote' link in the navigation bar, the 'Obtain a Quote' button in the main content area, the 'Policies & Quotes' button in the main content area, and the 'Worklist' and 'Policies & Quotes' tabs in the navigation bar.

**Start a new quote:**  
Click on either Obtain a Quote link

**Search for an existing quote:**  
Worklist Tab, or Policies & Quotes

**Obtain a Quote**

Obtain a flood zone determination and premium quote for new business or a company rollover. When the premium quote is complete proceed to application to finish the process and submit electronically.

**Worklist**

Follow through on quotes and applications, view pre-expiration policies, and check on the status of applications being processed.

**Policies & Quotes**

Access policies, quotes and applications. Endorse, report claims, cancel, review policy and claim history, and obtain documents such as dec pages and renewal bills.

**Search for a Policy or Quote**

Last Name or Business Name:

First Name:

**Search**

**Take Action on a Policy or Quote**

Policy Number or Quote Number:

**Go**



# Customer Section

Welcome [Trainer Joe](#)

## Obtain a Quote

**Navigation:** CUSTOMER (Current) | COMMUNITY | POLICY | BUILDING | PREMIUM | REVIEW

Please correct the following errors.  
1. Is insured a tenant is required.

Customer - Quote Id 300900611

**Customer Information:**  
Type:  Individual  Business  
\*Name: sandi [ ] Trainer (\*First/Mi)  
\*Is Insured a Tenant?  Yes  No (A tenant occupies the property but is not the owner of that property.)  
Primary Phone: (555) 555 - 5555

**Property Address:**  
Address Type:  Street  Range  Description  
\*Street Number: 11222  
Pre-direct: [v]  
\*Street Name: Quail Roost  
Street Type: Drive [v]  
Post-direct: [v]  
Suite or Apt Number: [ ]  
\*City, \*State, \*Zip: MIAMI Florida 33157

**Next**

Page level edits indicate when a required field is missed

Icon indicates missing info

Red \* asterisks indicate required fields

Quote ID generated

**How to Navigate:**  
Once each page has been navigated, you can use the circles to jump to different pages.  
Red circle indicates current page.  
Next button will move to next page

When entering zip code, city will auto populate  
It can be edited

Please choose your city and state.

MIAMI, Florida
PERRINE, Florida
CUTLER BAY, Florida
S MIAMI HTS, Florida
CUTLER RIDGE, Florida

# Community Section: Requestor information

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [Trainer Joe](#)

Obtain a Quote

CUSTOMER COMMUNITY POLICY BUILDING PREMIUM REVIEW

Community - Quote Id 300900611

\* Required Fields

**Community Information**

Flood Zone Determination - automatically provide flood zone and community information for the property

**Property Information**

11222 QUAIL ROOST DR MIAMI, FL 33157

**Requestor Information**

Requestor:  [Add/Edit Contacts?](#)

Click **Submit** to order Flood Zone Determination

**Requestor Information**  
First time - Add/Edit to enter agent's info and valid email  
Going forward - click in Requestor field to auto-populate info

Core Logic will use this info for:  
Contact if information is incorrect and/or  
Contact if additional info is needed to locate the property  
Email notification once FZD is complete

# Community Section : Verify Address and Zone

Welcome [Trainer Joe](#)

Obtain a Quote

CUSTOMER COMMUNITY POLICY BUILDING PREMIUM REVIEW

Community - Quote Id 300900611

Note \* Required Fields

### Community Information

#### Flood Zone Determination Results Received

Please verify the address in the results received section for accuracy. If the address is correct, accept results. If address is not correct, update customer page and resend.

Property Address:	11222 QUAIL ROOST DR
	MIAMI, FL 33157
Condo Information:	Not a condo
Property Address:	11222 QUAIL ROOST DR
	MIAMI, FL 33157
FIRM Zone:	X*
Community:	120635
Community Name:	MIAMI-DADE COUNTY
Suffix:	L
Map Panel:	0601
Base Flood Elevation:	
Map Panel Effective/Revision Date:	2009-09-11

Once results are accepted the property address on this transaction can not be changed.

Accept Results Reject Results

If zone differs from lender's zone, contact Assurant to initiate the process to dispute with Core Logic

Check address  
If address is correct, click **Accept Results**  
USPS edit sometimes changes address  
If changed, you can click **Reject Results**, go back and click **Accept Results** - it should convert to what you entered  
Once address is accepted, it cannot be changed

# Community Section: Results Screen

Welcome [Trainer Joe](#)

Obtain a Quote


CUSTOMER COMMUNITY POLICY BUILDING PREMIUM REVIEW

Community - Quote Id 300900611

**Flood Zone Determination is available**

**Community Information**

**NOTE: To change the Flood Zone Determination, a new quote must be created.**

 [Flood Zone Determination Results](#)

**Community Information - Used for Rating**

FIRM Zone:	X
Community:	120635 - MIAMI-DADE COUN
Suffix:	L
Map Panel:	0601
CBRA:	No
Map Panel Effective/Revision Date:	09/11/2009
County:	DADE
FIRM Date:	09/29/1972
Program Type:	Regular
Community Status:	Participating

**Results screen  
Zone, CBRA status, and community participation status will display.**

**If the community is not participating, flood insurance will not be available for this property address and the agent will not be able to proceed**

**Click **Next** to continue to the Policy screen**

[next](#)

# Policy: Policy Type Effective Date

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Obtain a Quote

CUSTOMER COMMUNITY **POLICY** BUILDING

**Policy - Quote Id 300900611**

**Policy**

\*Policy Type:  Standard

Agent Number: 77481-00000-000-00001

? \*Transfer/Rollover Policy:  Yes  No

? \*Effective Date: 12/29/2022

**Coverage**

\*Building Coverage: 250000

\*Contents Coverage: 100000

? \*Building/Property Acquired Within the Past Year:  Yes  No

[next](#)

Fields

**Policy Type defaults to Standard**

**Agency ID can be updated to assign to subagent**

**Effective date will reflect a 30 day wait on the quote section**

**Policy Type, waiting period and Effective date type can be updated later, on the Application section.**

# Policy: Transfers Real Estate Transactions

Welcome [Trainer Joe](#)

Obtain a Quote

CUSTOMER COMMUNITY **POLICY** BUILDING

**Policy - Quote Id 300900611**

**Policy**

\*Policy Type:  Standard

Agent Number: 77481-00000-000-00001 - TRAINER JO

? \*Transfer/Rollover Policy:  Yes  No

? \*Effective Date: 12/29/2022 mmdyy...

**Coverage**

\*Building Coverage: 250000

\*Contents Coverage: 100000

\*Building/Property Acquired Within the Past Year:  Yes  No

next

**Annotations:**

- Rollover/Transfer (same insured - new WYO) indicate yes to both 'Transfer/Rollover' & 'Building/Property Acquired' to access the glidepath if eligible**
- New Purchase (new insured - also known as 'Real Estate Transaction' indicate yes to only 'Building/Property Acquired' to access the glidepath if eligible**

**Additional Fields (if 'Yes' selected):**

\*Prior Owner had NFIP Policy:  Yes  No

\*Prior Policy Number:

\*Prior NAIC Number:


**Instructions for 'Yes':** 'Yes' will bring up additional fields. Enter prior policy number. Choose NAIC by WYO company drop down.

# Policy Section: Coverages

Welcome [Trainer Joe](#)

Obtain a Quote

CUSTOMER COMMUNITY **POLICY** BUILDING PREMIUM REVIEW


**Policy - Quote Id 300900611**  \* Required Fields

**Policy**

\*Policy Type:  Standard

Agent Number:  - TRAINER JOE

? \*Transfer/Rollover Policy:  Yes  No

? \*Effective Date:   mmddyy...

**Coverage**

\*Building Coverage:


\*Contents Coverage:

? \*Building/Property Acquired Within the Past Year:  Yes  No

**Select coverage for quote**

**Click Next to continue to the Building screen**

## Building Section: Rating Data

 Building - Quote Id 300900611

**Foundation**

? \*Foundation Type:

**Certifications**

? \*Floodproofing Certificate:  Yes  No

? \*Elevation Certificate:  Yes  No

**Building Information**

? \*Date of Construction:  mmddy...

? Substantial Damage Improvement Date:  mmddy...

? \*Building under Construction:  Yes  No

? \*Building Square Footage:  total building square footage

? \*Occupancy Type:  ▼

? \*Construction Type:  Frame  
 Masonry  
 Other

\*Building Type Description:  ▼

? \*Number of Floors:

? \*Machinery Above First Floor:  Yes  No

\*Number of Elevators:

? \*Primary Residence:  Yes  No

### Building Screen:

Complete questions for the rating data specific to the structure being insured.

Questions will change in accordance with the information keyed, such as if mobile home is indicated, the information required for a mobile home will appear.



# Building Section: EC Entry

**Building - Quote Id 300900611**

**Foundation**

\*Foundation Type: Basement (Non-Elevated) - Diagram 2a, 2b, 4

**Certifications**

\*Floodproofing Certificate:  Yes  No

\*Elevation Certificate:  Yes  No

**Building Information**

\*Date of Construction: 01011979 mmddyy

Substantial Damage Improvement Date: mmddyy

\*Building under Construction:  Yes  No

\*Building Square Footage: 2000 total building sq

\*Occupancy Type: Single Family Home

\*Construction Type:  Frame  
 Masonry  
 Other

\*Building Type Description: Main Dwelling

\*Number of Floors: 2

\*Machinery Above First Floor:  Yes  No

\*Number of Elevators: 0

\*Primary Residence:  Yes  No

**next**

Note \* Required Fields

**Building Screen:**  
Click Yes to open screens for EC  
Choosing the form date will populate the matching question format

**SECTION A - PROPERTY INFORMATION**

\*Date Range that includes the Certificate Expiration Date: Expiration Nov. 30, 2018

\*Confirm that the property address on the elevation certificate matches the insured property address:

\*A7. Diagram Number:

**SECTION C - BUILDING ELEVATION INFORMATION**

\*C1. Building Elevations Based on:  Construction Drawings  
 Building Under Construction  
 Finished Construction

C2. a) Top of Bottom Floor/Lowest Floor:  
C2. b) Top of Next Higher Floor:  
C2. c) Bottom of Lowest Beam:  
C2. f) Lowest Adjacent Grade:

**SECTION D - SURVEYOR, ENGINEER, OR ARCHITECT CERTIFICATION**

Surveyor Signed and Sealed

\*Certificate Date:

**SECTION E - BUILDING ELEVATION INFORMATION**

\*E1. b) Top of Bottom Floor:  Above LAG  Below LAG

\*E2. Next Higher Floor:  Above HAG  Below HAG

If Mailing and Insured addresses match Primary Residence documents wont be required

click **Next** to continue to Premium screen

# Premium Section: Deductible Options

Obtain a Quote

CUSTOMER COMMUNITY **POLICY** BUILDING PREMIUM R

**Premium - Quote Id 300900611**

**Coverages**  
Building Coverage: \$250,000.00    Contents Coverage: \$100,000.00

**Standard Deductible Options (choose one)**

Selected	Building Deductible	Contents Deductible	Total Premium
<input checked="" type="checkbox"/>	\$1,250.00	\$1,000.00	\$2,471
<input type="checkbox"/>	\$1,250.00	\$2,000.00	\$2,459
<input type="checkbox"/>	\$1,250.00	\$5,000.00	\$2,408
<input type="checkbox"/>	\$1,250.00	\$10,000.00	\$2,323
<input type="checkbox"/>	\$2,000.00	\$1,000.00	
<input type="checkbox"/>	\$2,000.00	\$2,000.00	
<input type="checkbox"/>	\$2,000.00	\$5,000.00	
<input type="checkbox"/>	\$2,000.00	\$10,000.00	
<input type="checkbox"/>	\$5,000.00	\$1,000.00	\$2,412
<input type="checkbox"/>	\$5,000.00	\$2,000.00	\$2,400
<input type="checkbox"/>	\$5,000.00	\$5,000.00	
<input type="checkbox"/>	\$5,000.00	\$10,000.00	
<input type="checkbox"/>	\$10,000.00	\$1,000.00	
<input type="checkbox"/>	\$10,000.00	\$2,000.00	
<input type="checkbox"/>	\$10,000.00	\$5,000.00	
<input type="checkbox"/>	\$10,000.00	\$10,000.00	\$2,188

**next**

**Premium screen:**  
Coverages can be changed and new premiums quoted by clicking between Policy and Premium sections

Premiums will show for all deductible combinations

Click the deductible option desired  
Click **Next** to view the Quote

# Error Messages

Please correct the following errors.

1. Date of Construction is required.

Building - Quote Id 300900611

**Foundation**

\*Foundation Type: Basement (Non-Elevated) - Diagram 2a, 2b, 4

**Certifications**

\*Floodproofing Certificate:  Yes  No

\*Elevation Certificate:  Yes  No

**Building Information**

\*Date of Construction:  mmdyy...

Using **Next** button:  
If there are errors on the page, warnings appear  
Correct the errors before continuing to the next page

Obtain a Quote

CUSTOMER COMMUNITY POLICY BUILDING **ERRORS** REVIEW

Errors - Quote Id 300900611

**Errors**

1 (Deductible Options) Date of construction is a required field.

Construction Date:

Using **Circular** tabs:  
If there are errors in the quote when you click on the Premium circle an **Errors** tab appears  
Correct the errors before continuing to the Premium screen

# Quote Review & Printing

Obtain a Quote

CUSTOMER COMMUNITY POLICY BUILDING PREMIUM REVIEW

Review - Quote Id 300900611

[Print or Email Flood Zone Determination](#)

Proceed to Application

Premium Information	
Total Premium Due: \$2,471.00	
Coverage Information	
Building Coverage: \$250,000.00	Building Deductible: \$1,250.00
Contents Coverage: \$100,000.00	Contents Deductible: \$1,000.00
Premium: \$2,471.00	Replacement Cost:
Rating Description:	
Policy Information	
Quote Id: 300900611	
Insured Personal ID Code: C4UFT6HXD	Rate Program Type: Risk Rating 2.0
Policy Number:	Policy Type: Standard
Term Dates: 12/29/2022 - 12/29/2023	Waiting Period: Standard
Insured: SANDI TRAINER	Insured is Tenant? No
Insured is Small Business? No	Insured is Non-Profit? No

Review Quote:  
Print a copy of the Quote  
View Flood Zone Determination

# Proceed to Application

The screenshot shows a quote review interface. At the top, a progress bar includes steps: CUSTOMER, COM, BUILDING, PREMIUM, and REVIEW. The REVIEW step is highlighted with a red circle and arrow. Below the progress bar, the text 'Review - Quote Id 300900611' is displayed with a red arrow icon. A callout box points to the 'Review Quote' section, listing actions: 'Review Quote:', 'Print a copy of the Quote', and 'View Flood Zone Determination'. Another callout points to a 'Proceed to Application' button. A third callout points to a 'Print or Email Flood Zone Determination' link. The main content area is divided into sections: Premium Information (Total Premium Due: \$2,471.00), Coverage Information (Building Coverage: \$250,000.00, Contents Coverage: \$100,000.00, Premium: \$2,471.00), and Policy Information (Quote Id: 300900611, Insured Personal ID Code: C4UFT6HXD, Policy Number, Term Dates: 12/29/2022 - 12/29/2023, Insured: SANDI TRAINER).

**Review Quote:**  
Print a copy of the Quote  
View Flood Zone Determination

[Print or Email Flood Zone Determination](#)

**Proceed to Application**

**Present quote to insured  
If the insured decides to pursue a policy, agent clicks  
Proceed To Application**

**Premium Information**  
Total Premium Due: \$2,471.00

**Coverage Information**

Building Coverage:	\$250,000.00	Building Deductible:	\$1,250.00
Contents Coverage:	\$100,000.00	Contents Deductible:	\$1,000.00
Premium:	\$2,471.00	Replacement Cost:	

Rating Description:

**Policy Information**

Quote Id:	300900611		
Insured Personal ID Code:	C4UFT6HXD	Rate Program Type:	Risk Rating 2.0
Policy Number:		Policy Type:	Standard
Term Dates:	12/29/2022 - 12/29/2023	Waiting Period:	Standard
Insured:	SANDI TRAINER	Insured is Tenant?:	No
Insured is Small Business?:	No	Insured is Non-Profit?:	No

# Completing the application

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [Sandi Potenziani](#)

Process Application

CUSTOMER COMMUNITY POLICY BUILDING PREMIUM REVIEW PURCHASE

Customer - Quote Id: 300900611

Customer

Type:  Individual  Business

\*Name: SANDI

Note: Insured signature is not required

? \*Is Insured a Tenant?  Yes  No (A tenant occupies the property)

? \*Is Named Insured a Small Business?  Yes  No

? \*Is Named Insured a Non-Profit?  Yes  No

# Customer Section

**Customer**

Type:  Individual  Business

\*Name: SANDI [ ] [ ] TRAINER (\*First/MI/\*Last)  
Note: Insured signature is not required to issue an application.

? \*Is Insured a Tenant?  Yes  No (A tenant occupies the property but is not the owner of that property.)

? \*Is Named Insured a Small Business?  Yes  No

? \*Is Named Insured a Non-Profit?  Yes  No

Primary Phone: (555) 555 - 5555

Secondary Phone: (222) 222 - 2222

Additional Insured: Joe Trainer

\*Email Bypass?  Yes  No  
Note: If the insured does NOT have an email, please answer 'Yes' to Email Bypass.

\*Insured Email Address: sandi.trainer@test.com  
\*Re-enter Insured Email Address: sandi.trainer@test.com (Must be entered exactly the same)

Additional Insured Email Address: joe.trainer@test.com  
Re-enter Additional Insured Email Address: joe.trainer@test.com (Must be entered exactly the same)

**Property Address**

11222 QUAIL ROOST DR MIAMI, FL 33157  
Note: To change this address, a new quote must be created.

**Mailing Address**

Mailing Address Same as Property Address:  Yes  No

Street  PO Box  Rural  Military  Foreign

\*Street Number: 8655

Pre-direct: E

\*Street Name: Via De Ventura

Street Type: [ ]

Post-direct: [ ]

Suite or Apt Number: [ ]

\*City, \*State, \*Zip: SCOTTSDALE Arizona 85258 - [ ]


next

**Customer section:**

- Insured phone numbers
- Additional Insured field
- Insured email section
- Mailing address section

Complete and click **Next** to move to the Community section

# Community Section

Community Information	
NOTE: To change the Flood Zone Determination, a new quote must be created.	
 <a href="#">Flood Zone Determination Results</a>	
Community Information - Used for Rating	
FIRM Zone:	X
Community:	120635 - MIAMI-DADE COUNTY
Suffix:	L
Map Panel:	0601
CBRA:	No
Map Panel Effective/Revision Date:	09/11/2009
County:	DADE
FIRM Date:	09/29/1972
Program Type:	Regular
Community Status:	Participating
<input type="button" value="next"/>	

**Community section**  
No changes are required on the Community screen in the application phase.  
Click **Next** to move to the Policy section



# Policy Section

**Policy**

\*Policy Type:  Standard

Agent Number: 10464-75000-000-00003 - PATRICIA MULVANIA

? \*Transfer/Rollover Policy:  Yes  No

? \*Waiting Period:  Standard  
 Map Revision  
 New Loan Closing  
 Lender Requirement on Existing Loan

\*Application Date: 11/29/2022 mmdyy...

? \*Effective Date: 12/29/2022 mmdyy... Effective Date must be at least application date of the policy.

? \*Building/Property Acquired Within the Past Year:  Yes  No

? \*Risk Rating Optional Renewal:  Yes  No

**Coverage**

\*Building Coverage: 250,000

\*Contents Coverage: 100,000

**Loans**

[Add New Loan](#)

No Loans to Display

**Payer**

Premium Payer: INSURED - SANDI TRAINER

[next](#)

**Policy section:**

- Enter Waiting period type
- Enter Effective date
- Confirm coverages
- Add a loan/lender
- Indicate Renewal payer

# Policy Section: Add Lender

**Loans**

[Add New Loan](#)

No Loans to Display

**Add/Update Loan - Find A Lender** Close

**System Message**

Found 65 lenders matching the selected criteria.

\* Required Fields

**Lender Search**

[Can't Find Your Lender?](#)

\*Lender Name: Wells Fargo

\*City: Springfield

\*State: Ohio

[Lookup](#) [Cancel](#)

**Results**

Lender
WELLS FARGO HOME MORTGAGE INC, 111 W MAIN ST, SPRINGFIELD, Ohio, 45502-1311
WELLS FARGO HOME MORTGAGE INC, PO BOX 502, SPRINGFIELD, Ohio, 45501-0502
WELLS FARGO HOME MORTGAGE INC, PO BOX 591, SPRINGFIELD, Ohio, 45501-0591
WELLS FARGO HOME MORTGAGE INC, PO BOX 602, SPRINGFIELD, Ohio, 45501-0602
WELLS FARGO HOME MORTGAGE INC, PO BOX 650, SPRINGFIELD, Ohio, 45501-0650

**To add a lender:**  
Click Add New Loan  
Use link if manual entry is needed  
In Lender Search enter lender name, city, and state  
Choose correct option

# Policy Section: Add Lender

The screenshot shows a two-step application process. The first step, 'Add/Update Loan', contains two sections: 'Lender Information' and 'Loan Information'. The 'Lender Information' section shows 'WELLS FARGO HOME MORTGAGE INC' with a 'Change Lender' button. The 'Loan Information' section includes a dropdown for 'Loan Type' (First Mortgage), text boxes for 'Loan Amount' (400,000) and 'Loan Number' (12888522369), a dropdown for 'Lender Clause' (ISAOA ATIMA), and radio buttons for 'Mandatory Purchase' (Yes selected). 'Apply' and 'Cancel' buttons are at the bottom. The second step, 'Loans', shows a list of loans with a 'First Mortgage' entry highlighted in a green box, displaying the same lender and loan details. Below this is a 'Payer' section with a dropdown for 'Premium Payer' (INSURED - SANDI TRAINER) and a 'next' button.

**\* Required Fields**

**Lender Information**

Lender Name: WELLS FARGO HOME MORTGAGE INC  
Lender Address: PO BOX 502  
SPRINGFIELD, OH 45501-0502

**Loan Information**

Loan Type: First Mortgage  
Loan Amount: 400,000  
Loan Number: 12888522369  
Lender Clause: ISAOA ATIMA  
Mandatory Purchase:  Yes  No

**Apply** **Cancel**

**Loans**

[Add New Loan](#)

**First Mortgage**  
Lender: WELLS FARGO HOME MORTGAGE INC  
PO BOX 502  
SPRINGFIELD, OH 45501-0502  
Loan Amount: 400000.00  
Loan Number: 12888522369  
Lender Clause: ISAOA ATIMA  
Mandatory Purchase: Yes

**Payer**

Premium Payer: INSURED - SANDI TRAINER

**next**

**Complete Loan Information fields**  
*Loan Amount, Number and Lender Clause are optional fields*

**Indicate if it is a Mandatory Purchase**

**Click **Apply****

**Screen will display loan information**

**Click **Next** to move to the Building section**

# Building Section

**Foundation**

? \*Foundation Type: Basement (Non-Elevated) - Diagram 2a, 2b, 4

**Certifications**

? \*Floodproofing Certificate:  Yes  No

? \*Elevation Certificate:  Yes  No

**Building Information**

? \*Date of Construction: 01/01/1979 mmddy...

? Substantial Damage Improvement Date:  mmddy...

? \*Building under Construction:  Yes  No

? \*Building Square Footage: 2000 total building square footage

? \*Occupancy Type: Single Family Home

? \*Construction Type:  Frame  
 Masonry  
 Other

\*Building Type Description: Main Dwelling

? \*Number of Floors: 2

? \*Has Detached Structures:  Yes  No

? \*Machinery Above First Floor:  Yes  No

\*Number of Elevators: 0

\*Rental Property:  Yes  No

? \*Primary Residence:  Yes  No

? \*Building Description (If Multiple Buildings):

**Building section:**  
Additional questions on this screen will vary depending on information provided  
Complete all new questions  
Click **Next** to move to the Premium section


# Building Section

Coverages			
Building Coverage: \$250,000.00		Contents Coverage: \$100,000.00	
Standard Deductible Options (choose one)			
Selected	Building Deductible	Contents Deductible	Total Premium
✓	\$1,250.00	\$1,000.00	\$2,471
	\$1,250.00	\$2,000.00	\$2,459
	\$1,250.00	\$5,000.00	\$2,408
	\$1,250.00	\$10,000.00	\$2,323
	\$2,000.00	\$1,000.00	\$2,460
	\$2,000.00	\$2,000.00	
	\$2,000.00	\$5,000.00	
	\$2,000.00	\$10,000.00	
	\$5,000.00	\$1,000.00	
	\$5,000.00	\$2,000.00	
	\$5,000.00	\$5,000.00	
	\$5,000.00	\$10,000.00	
	\$10,000.00	\$1,000.00	
	\$10,000.00	\$2,000.00	
	\$10,000.00	\$5,000.00	
	\$10,000.00	\$10,000.00	

[next](#)

**Premium section:**  
Shows premium due based on the choice of deductible options.  
If EC information was entered and is more beneficial for rating, that premium will display  
Issuing with EC determined FFH will require Underwriting review  
Click **Next** for Review section

# Premium Review Section

 Review - Quote Id 300900611

Click **Purchase** To apply Payment and Agent Signature

email application **Email**  [Print Application](#) [Flood Zone Determination](#) **Purchase**

Premium Information	
Total Premium Due: \$2,471.00	
Coverage Information	
Building Coverage: \$250,000.00	Building Deductible:
Contents Coverage: \$100,000.00	Contents Deductible:
Premium: \$2,471.00	Replacement Cost:
Rating Description:	
Policy Information	
Quote Id: 300467983	
Insured Personal ID Code: N8BS9LJ5R	Rate Program Type: Risk Rating 2.0
Policy Number:	Policy Type: Standard
Term Dates: 12/29/2022 - 12/29/2023	Waiting Period: Standard
Insured: SANDI TRAINER and JOE TRAINER	Insured is Tenant? No
Insured is Small Business? No	Insured is Non-Profit? No
	Payer: INSURED - SANDI TRAINER
Property Address: 11222 QUAIL ROOST DR MIAMI, FL 33157	Mailing Address: 8655 E VIA DE VENTURA SCOTTSDALE, AZ 85258
Legal Description: No	
Primary Phone: 555-555-5555	Secondary Phone: 222-222-2222

**Review:**  
Final screen before Purchase option contains all information entered  
**View Zone Determination**  
**Print Application**  
**Add Note**  
**Email Application**

# Submitting Application and Payment

## With Payment To Be Submitted Later

Payment Choice - Application Quote Id: 300900700 - Insured: SANDI SANSPAYMENT

**Payment**

Premium Due: \$2,316.00

Select Payment Type:  Credit Card  Mail Check or Money Order  Electronic Check Payment

**i** Submitted activity will not process nor declaration page made available until payment is received. The effective date is change based on the receipt date of the payment.

**Mail Check or Money Order**

\*Check or Money Order Number: 0000

Next

**Payment Choice section:**

- Insured paying later
- Insured mailing in payment
- Lender will be paying at closing

Choose Mail Check or Money Order, Enter 0000 for the check number, Click **NEXT**

Payment Review - Application Quote Id: 300900700 - Insured: SANDI SANSPAYMENT

**Payment Information**

Payment Type: Check/Money Order	Premium: \$2,316.00
Check/Money Order Number: 0000	

DISCLAIMER: Clicking 'Submit Application' is considered an electronic signature for this application. You are also certifying that you have the authority to access the Assurant DBA American Bankers Insurance Company of Florida internet flood program with the user ID and password provided, and have the authority to sign this application on behalf of the Assurant DBA American Bankers Insurance Company of Florida, and have the authority to sign this application on behalf of the Assurant DBA American Bankers Insurance Company of Florida. If you click on 'Submit Application', this application will be submitted to Assurant DBA American Bankers Insurance Company of Florida.

Submit Application

Then click **SUBMIT APPLICATION**

This will allow application to be fully submitted for review by Underwriting and/or payment to be applied later

# Submitting Application and Payment

**Application Submitted**

Quote ID: 300900611    Activity: 1    Insured: SANDI SANSPAYMENT

**Results:** Application: Pending, awaiting payment and documentation    [Application](#)    [Flood Zone Determination](#)  
email application    **Email**

Payment: Unpaid, awaiting check or money order

**Next Steps:**

1. Please print the [cover form](#) and mail with payment.
2. Please mail/fax/email documentation with the cover form, or submit electronically with Document Upload feature below:
  - **Primary Residence Documentation** - to be mailed/faxed/emailed with the cover form or uploaded electronically (Primary Residence Documentation. An automobile registration, proof of insurance for a vehicle, documents showing where children attend school or Homestead Tax Credit form for primary residence.)

Document Upload

? Document:  No file chosen

Document Type:  ▼

**Upload**
3. The Service Center will process this application when the payment is received and documentation is reviewed. Timely receipt of the payment will ensure that the effective date does not need to be modified.

You can print and/or email the application to the lender and/or insured

System shows Pending, Awaiting Payment

Next Steps indicates what is needed to complete policy

Cover letter to print to send to insured

Documents can be uploaded here

*\* Once submitted, changes cannot be made to the quote or application in the Agency system. The agent would need to contact Underwriting for assistance*



# Submitting Payment

## With Payment: Credit Card

Arizona

\* ZIP/Postal Code

85258

\* Card Number

555555555554444

VISA MasterCard AMEX DISCOVER JCB American Express

\* Expiration Date

02 2023

Security Code

998

[What's this?](#)

**Continue** [Cancel](#)

Payment Choice - Application Quote Id: 300900693 - Insured: SANDI CCPAYMENT

**Payment**

Premium Due: **\$2,316.00**

Select Payment Type:

Credit Card

Mail Check or Money Order

Electronic Check Payment

**Submitted activity will not process nor declaration page made available until supporting documents are received and reviewed. The effective date is subject to change based on the receipt date of the payment.**

**Credit Card**

Credit card processing is serviced by the U.S. Department of the Treasury's Pay.gov system. The next two pages will be rendered by Pay.gov. When done, you will be automatically returned to this web site for process completion.

\*By checking this box the agent affirms that the following disclaimer was read to the cardholder/policyholder:

DISCLAIMER: This policy is not subject to cancellation for reasons other than those set forth in the National Flood Insurance Program rules and regulations. In matters involving billing disputes, cancellation is not available other than for billing processing error or fraud.

**Submit Application**

City

SCOTTSDALE

Country

United States

State/Province

AZ

ZIP/Postal Code

85258

I authorize a charge to my card account for the above amount in accordance with the terms and conditions of the cardholder agreement.

**Continue** **Previous** [Cancel](#)

To pay by credit card  
Click correct payment option  
Read disclaimer to insured and click the affirmation  
Click **Submit Application**  
You will be brought to pay.gov to submit credit card information


Check authorization box  
Click Continue to submit payment  
Click Previous to correct credit card information  
Cancel deletes pending payment completely

# Submitting Payment

## With Payment: Electronic Check

\* Account Holder Name  
Jason Trainer

\* Account Type  
Personal Checking



routing and transit #    checking account #    check #

\* Routing Number  
042000424

\* Account Number  
5511223355

\* Confirm Account Number  
5511223355

[Continue](#) [Cancel](#)

Payment Choice - Application Quote Id: 300905554 - Insured: SANDI TRAINER

**Payment**

Premium Due: \$2,316.00

Select Payment Type:

- Credit Card
- Mail Check or Money Order
- Electronic Check Payment

**Electronic Check Payment**

\* By checking this box the agent affirms that the following disclaimer was read to the EFT account holder:

DISCLAIMER: This policy is not subject to cancellation for reasons other than those set forth in the National Flood Insurance rules and regulations. In matters involving billing disputes, cancellation is not available other than for billing processing error.

[Next](#)

\*\*\*\*\*3355

[Print Authorization and Disclosure Statement](#)

I. Consumers  
A. Authorization  
You acknowledge that you have read and understand the consumer disclosure and that your authorization is to remain in full force and effect until we have received notification from you unless otherwise terminated for any reason by Pay.gov.

\* I agree to the Pay.gov authorization and disclosure statement

[Continue](#) [Previous](#) [Cancel](#)

To pay by electronic check  
Click correct payment option  
Read disclaimer to insured and click the affirmation  
Click **Next**  
You will be brought to pay.gov to submit electronic check information

Check authorization box  
Click Continue to submit payment  
Click Previous to correct credit card information  
Cancel deletes pending payment completely

# Submitting Application and Payment

## With Payment: Additional Documents or Underwriting needed

The screenshot shows a web application interface for submitting a flood insurance application. At the top, a navigation bar includes links for Home, News & Events, Obtain a Quote, Worklist, Flood Policies, Notifications, Reference Center, and Reporting. Below the navigation bar, a user greeting reads "Welcome Trainer Joe".

The main content area is titled "Application Submitted" and displays the following information:

- Policy Number:** 7800536257 (highlighted with a green box)
- Activity:** 1
- Insured:** SANDI TRAINER

The "Results" section shows the application status as "Pending, awaiting documentation" with links for "Application" and "Flood Zone Determination". There is an "email application" link and an "Email" button.

The "Payment" section indicates the method is "Paid by Electronic Check" with a link to "Payment Receipt" (highlighted with a green box).

The "Next Steps" section contains two instructions:

1. Please print the [cover form](#) and mail/fax/email the following documentation, or submit electronically with Document Upload feature below:
  - **Primary Residence Documentation** - to be mailed/faxed/emailed with the cover form or uploaded electronically (Primary Residence Documentation. An automobile registration, proof of insurance for a vehicle, documents showing where children attend school or Homestead Tax Credit form for primary residence.)
2. The Service Center will process this application when the documentation is reviewed.

A "Document Upload" section is visible, featuring a "Choose File" button, a "No file chosen" indicator, a "Document Type" dropdown menu, and an "Upload" button.

At the bottom of the page, a message reads: "Thank you for doing business with Assurant Flood".

Once the payment is accepted/  
processed by pay.gov, you will be  
returned to FloodPort

If there is additional information  
required to process the  
application:

Application Submitted displays

Policy number is assigned &  
displayed

Payment method shows with  
link to download receipt

Next Steps shows what is  
required

Upload required documents

Once documents are uploaded  
application goes to the Service  
Center for review & processing

# Submitting Application and Payment

**With Payment:  
No Additional Documents or Underwriting needed**

Home News & Events Obtain a Quote Worklist Flood Policies Notifications

Welcome [Trainer Joe](#)

**Application Submitted and Processed**

Policy Number: [7800536265](#) Activity: 1 Insured: SANDY TRAINER

Results: Application: Processed and effective 01/27/2023 [Declaration Page](#) Application Flood Zone  
email application

Payment: Paid by Credit Card [Payment Receipt](#)

Next Steps: None. Process complete. [Policy Inquiry/Overview](#)

Thank you for doing business with Assurant Flood


Once the payment is accepted/processed by pay.gov, you will be returned to FloodPort

If no additional information is required:

- Application Submitted and Processed displays
- Policy number is assigned & displayed
- Declaration Page is available
- Payment method shows with link to download receipt
- Next Steps shows "None Process Complete" with link to review policy

# Submitting Application and Payment

## Receipt & Policy Overview Page Available

 **FLOOD INSURANCE PAYMENT INFORMATION**

The following is confirmation of payment. Your account has been charged.

Please note, flood policy issuance is in compliance with the rules and regulations of the Federal Flood Insurance Program.

**POLICY INFORMATION**

Policy Holder: SANDI TRAINER  
Policy Number: 7800536265  
Effective Date: 01/27/2023  
Activity Type: Application

**PAYMENT INFORMATION**

Premium Paid: \$2,316.00  
Payment: Paid by Credit Card  
Authorization Date: 12/28/2022

Thank you for doing business with

[Endorse Policy](#) [Renew Policy](#) [Cancel Policy](#) [Report a Claim](#) [Policy Copy](#)

[Overview](#) [Policy History](#) [Claim History](#) [Documents](#) [Policy Notes](#) [Payments](#)

View, Print or Email : [Application](#) [Flood Zone Determination](#) [Current Declaration Page](#)

**Policy Information**

Insured Personal ID Code:	C4UFT6HXD	Rate Program Type:	Risk Rating 2.0
Policy Number:	7800536265	Policy Type:	Standard
Term Dates:	01/27/2023 - 01/27/2024	Waiting Period:	Standard
Insured:	SANDI TRAINER	Insured is Tenant?	No
Insured is Small Business?	No	Insured is Non-Profit?	No
		Payer:	INSURED - SANDI TRAINER
Property Address:	11222 QUAIL ROOST DR MIAMI, FL 33157	Mailing Address:	11222 QUAIL ROOST DR MIAMI, FL 33157
Legal Description:	No		
Primary Phone:	555-555-5555	Secondary Phone:	
Insured Email:		Additional Insured Email:	
Policy Status:	Inforce Status	Potential Duplicate Policy:	No
Activity Status:	Application Processed Status		
Agency ID:	77481-00000-000-00001	Agency:	TRAINER JOE

**Coverage Information**

Building Coverage:	\$200,000.00	Building Deductible:	\$1,250.00
Contents Coverage:	\$81,000.00	Contents Deductible:	\$2,000.00
Premium:	\$2,316.00	Replacement Cost:	
Rating Description:			

**Community Information**

## General Information

**ASSURANT® FloodPort** Your Port in the Storm

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [Trainer Joe](#)

### Flood Policies

\* Required Fields

**Search for a Policy or Quote**  
\*Last Name or Business Name:  Search  
First Name:   
Property City, State:

**Take Action on a Policy or Quote**  
\*Policy Number or Quote Id:  Go

**Multi-Policy Actions**

Endorse Policy **Renew Policy** Cancel Policy Report a Claim Policy Copy

**Overview** Policy History Claim History Documents Policy Notes Payments

View, Print or Email: [Application](#) [Flood Zone Determination](#) [Current Declaration Page](#)

#### Policy Information

Insured Personal ID Code: C4UFT6HXD	Rate Program Type: Risk Rating 2.0
Policy Number: 7800536265	Policy Type: Standard
Term Dates: 01/27/2023 - 01/27/2024	Waiting Period: Standard
Insured: SANDI TRAINER	Insured is Tenant? No
Insured is Small Business? No	Insured is Non-Profit? No
	Payer: INSURED - SANDI TRAINER
Property Address: 11222 QUAIL ROOST DR MIAMI, FL 33157	Mailing Address: 11222 QUAIL ROOST DR MIAMI, FL 33157
Legal Description: No	
Primary Phone: 555-555-5555	Secondary Phone:
Insured Email:	Additional Insured Email:

Replacement Cost:

**Policy Overview Page:**

- Access the search feature to navigate to other quotes/applications/policies
- Action buttons are used to make update the policy
- Grayed out button means that action is not available
- Policy Tabs will display information about the policy
- Links to Flood Zone Determination, Current Dec Page, Current Renewal Bill, etc

<b>Coverage Information</b>	
Building Coverage:	\$200,000.00
Contents Coverage:	\$81,000.00
Premium:	\$2,316.00
Rating Description:	
<b>Community Information</b>	
Rating Community:	120635 0601
Rating Zone:	X
Program Type:	Regular
Grandfathered:	No
PRP Eligibility:	
<b>Property Information</b>	
Elevation Certificate:	No
Date of Construction:	01/01/1979
Building Under Construction:	No
Elevated Building:	No
Building Occupancy:	Single-Family
Building Type Description:	Main Dwelling
Number of Floors:	2
Number of Detached Structures:	0
Number of Elevators:	0
Primary Residence:	Yes

# Policy Overview Page

- Overview
- Policy History
- Claim History
- Documents
- Policy Notes
- Payments

View, Print or Email : [Application](#) [Flood Zone Determination](#) [Current Declaration Page](#)

## Policy Information

### Policy Tabs: Overview

**Overview Tab** shows a snapshot of the current policy

Policy information

Coverage Information

Community Information

Property Information (rating elements)

Policy Information	
Insured Personal ID Code: C4UFT6HXD	Rate Program Type: Risk Rating 2.0
Policy Number: 7800536265	Policy Type: Standard
Term Dates: 01/27/2023 - 01/27/2024	Building Coverage: \$200,000.00
Insured: SANDI TRAINER	Contents Coverage: \$81,000.00
Insured is Small Business? No	Premium: \$2,316.00
Property Address: 11222 QUAIL ROOST DR MIAMI, FL 33157	Rating Description:
Legal Description: No	Rating Community: 120635 0601 L
Primary Phone: 335-555-5555	Current Community: 120635 0601 L
Insured Email:	Rating Zone: X
Policy Status: Inforce Status	Program Type: Regular
Activity Status: Application Processed Status	Grandfathered: No
Agency ID: 77481-00000-000-00001	RRR Eligibility:
Coverage Information	
Building Coverage: \$200,000.00	Building Deductible: \$1,250.00
Contents Coverage: \$81,000.00	Contents Deductible: \$2,000.00
Premium: \$2,316.00	Replacement Cost:
Community Information	
Rating Community: 120635 0601 L	Current Community: 120635 0601 L
Rating Zone: X	Current Zone: X
Program Type: Regular	FIRM Date: 09/29/1972
Grandfathered: No	Date Newly Mapped:
Property Information	
Elevation Certificate: No	Floodproofing Certificate: No
Date of Construction: 01/01/1979	Substantial Damage Improvement Date:
Building Under Construction: No	Building Square Footage: 2000
Elevated Building: No	Basement: Yes
Building Occupancy: Single-Family Home	Construction Type: Frame
Building Type Description: Main Dwelling	Number of Units: 1
Number of Floors: 2	Floor of Unit:
Number of Detached Structures: 0	Machinery Above First Floor: No
Number of Elevators: 0	Replacement Cost:
Primary Residence: Yes	

[\\*Return to Table of Contents](#)

# Policy Overview Page

# Policy Overview Page

- Overview
- Policy History**
- Claim History
- Documents
- Policy Notes
- Payments

**Policy Tabs:  
Policy History**

**Policy Number: 7800536265**

**Activity History**

**Policy History** reflects the history of policy transactions

Each is numbered for ease of tracking

click on the Transaction to view details

Renewal details section displays changes to rating applied at renewal

Effective Date	Activity	Status	Processed Date
02/03/2022	Application	Processed	12/21/2022
12/21/2022	Endorsement - 4	Processed	12/21/2022
12/21/2022	Endorsement - 3	Not Submitted	
02/03/2023	Renewal	Processed	12/21/2022

Coverages & Premiums			
Building Coverage:	\$250,000.00	Contents Coverage:	\$100,000.00
Building Deductible:	\$2,000.00	Contents Deductible:	\$1,000.00
Premium Amount:	\$2,966.00	Premium Received:	\$2,966.00

Rating Changes		
	Changed From	To
Has Prior NFIP Coverage		false
Building Coverage	\$200,000.00	\$250,000.00
Building Deductible	\$1,250.00	\$2,000.00



# Policy Overview Page

- Overview
- Policy History
- Claim History**
- Documents
- Policy Notes
- Payments

## Policy Tabs: Claims History

**Policy Number: 7800530755**

**Claims History**

Date of Loss	Type	Status	Building Payment	Contents Payment
<a href="#">12/27/2022</a>	<a href="#">Flood Damage Claim</a>	<a href="#">Claim Open</a>	<a href="#">\$0.00</a>	<a href="#">\$0.00</a>

**Claims History** shows any claims listed on the policy

If the tab is grayed out, there are no claims on file under that policy number

If there have been claims, it will display as below

Clicking on the claim to open the Flood Loss Inquiry document for details

**American Bankers Insurance Company of Florida**

**FLOOD LOSS INQUIRY**

As of: 12/28/2022  
DOL: 12/27/2022

Flood Damage Claim Information	
<b>Insured:</b> SANDI TRAINER 6	<b>Policy Number:</b> 7800530755
<b>Adjuster:</b> PILOT CLAIMS	<b>Date of Loss:</b> 12272022
<b>Adjuster Phone:</b> (800) 421 - 1664	<b>Policy Type:</b> Standard
<b>Examiner:</b> Maria Garache	<b>Claim Status:</b> Claim Open
<b>Date claim reported:</b> 12282022	<b>Date claim assigned to adjuster:</b> 12282022
Property Address:	Mailing Address:
11222 QUAIL ROOST DR MIAMI, FL 33157	11222 QUAIL ROOST DR MIAMI, FL 33157

Coverage Information	
ge: \$250,000.00	<b>Building Deductible:</b> \$1,250.00
ge: \$80,000.00	<b>Contents Deductible:</b> \$1,000.00

Mortgage Information	
<b>M1:</b> WELLS FARGO BANK NA	<b>Mortgage 2:</b> WELLS FARGO HOME MORTGAGE INC
30 WARDER ST SPRINGFIELD, OH 45504-2559	PO BOX 650 SPRINGFIELD, OH 45501-0650

**Flood Damage Claim Payment Information**

For questions or assistance please contact the Flood Service Center at 800-423-4403

# Policy Overview Page

Overview Policy History Claim History **Documents** Policy Notes Payments

Policy Number: 7800530755

## Policy Tabs: Documents

**Documents** will contain policy documents that are:

Created by the system

Received via mail, email, fax, etc and uploaded by company

Uploaded by agency

Documents can be uploaded by agency on this page

### System Generated Documents

#### System Generated Documents

Document Type	Date Generated	File Format
<a href="#">DECLARATION PAGE</a>	11/24/2022	PDF
<a href="#">DECLARATION PAGE</a>	11/24/2022	PDF
<a href="#">DECLARATION PAGE</a>	11/17/2022	PDF
<a href="#">DECLARATION PAGE</a>	11/17/2022	PDF

#### Received Documents

No Documents Received For This Policy.

#### Uploaded Supporting Documents

Document Type	Document Name	Date Uploaded
Cancellation Supporting Documents	Dummy upload file.pdf	12/28/22 5:31:00 PM

#### Electronic Document Upload

? Document to Upload:  No file chosen  
Document Type:

# Policy Overview Page

- Overview
- Policy History
- Claim History
- Documents
- Policy Notes**
- Payments

## Policy Tabs: Policy Notes

Policy Number: 7800530755

User	Date	Activity	Note
------	------	----------	------

User	Date	Activity	Note
Trainer Joe	11/17/2022 10:12:01 AM	1	Created activity.
Trainer Joe	11/17/2022 10:14:13 AM	1	Status changed to Agency App.
Trainer Joe	11/17/2022 10:17:36 AM	1	Status changed to pending.
Trainer Joe	11/17/2022 10:17:36 AM	1	Status changed to processed.
Trainer Joe	11/17/2022 10:17:40 AM	1	Sent Declaration Page
Trainer Joe	11/17/2022 10:17:40 AM	1	Application Archived
Trainer Joe	11/17/2022 10:18:53 AM	2	Created activity.
Trainer Joe	11/17/2022 10:19:34 AM	2	Status changed to processed.
Trainer Joe	11/17/2022 10:19:34 AM	2	Application Archived
Trainer Joe	11/17/2022 10:19:36 AM	2	Sent Declaration Page
Trainer Joe	11/17/2022 10:40:41 AM	3	Created activity.
Scheduled Action	12/01/2022 11:41:50 AM	3	Status changed to dormant.
Scheduled Action	12/01/2022 11:41:50 AM	3	Activity has been auto-inactivated.
Trainer Joe	12/19/2022 04:29:21 PM	4	Created activity.
Trainer Joe	12/19/2022 04:29:24 PM	4	Status changed to pending.
Trainer Joe	12/28/2022 05:46:40 PM	2	Insured called to put in a claim. Entered FNOI
FP CS 9 Assurant	12/28/2022 05:51:43 PM		Reviewed end request to update mail address. Reached out to agent for Prim Res documentation

**Policy Notes** shows all notes on the system

Notes are numbered to match Activities

Notes can be:

- System generated
- agent entered
- internal uses entered

Enter notes to be added to policy here

New Note

# Policy Overview Page

Overview

Policy History

Claim History

Documents

Policy Notes

**Payments**

## Policy Tabs: Payments

Policy Number: 7800530755

Existing Payments

### Existing Payments

Create Date	Activity	Amount	Receipt Date	Process Date	Status
2022/12/29	Application - 1	\$1,849.00	2022/12/29	2022/12/29	Credit Card Processed

### Activities Requiring Payment

Renewal-2 [Renew Now](#)

**Payments due:**  
Activity payment is due for  
Payments can be made by  
clicking on the link

**Payments will show any:**  
Existing Payments:  
Activity payment was made on  
Amount paid  
Receipt date  
Processed date  
Status

## Action Buttons

**ASSURANT® FloodPort** Your Port in the Storm

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [Trainer Joe](#)

### Flood Policies

\* Required Fields

**Search for a Policy or Quote**  
\*Last Name or Business Name:  Search  
First Name:   
Property City, State:

**Take Action on a Policy or Quote**  
\*Policy Number or Quote Id:  Go

**Multi-Policy Actions**

[Endorse Policy](#) [Renew Policy](#) [Cancel Policy](#) [Report a Claim](#) [Policy Copy](#)

**Overview** Policy History Claim History Documents Policy Notes Payments

View, Print or Email : [Application](#) [Flood Zone Determination](#) [Current Declaration Page](#)

Policy Information	
Insured Personal ID Code: C4UFT6HXD	Rate Program Type: Risk Rating 2.0
Policy Number: 7800536265	Policy Type: Standard
Term Dates: 01/27/2023 - 01/27/2024	Waiting Period: Standard
Insured: SANDI TRAINER	Insured is Tenant? No
Insured is Small Business? No	Insured is Non-Profit? No
	Payer: INSURED - SANDI TRAINER
Property Address: 11222 QUAIL ROOST DR MIAMI, FL 33157	Mailing Address: 11222 QUAIL ROOST DR MIAMI, FL 33157
Legal Description: No	
Primary Phone: 555-555-5555	Secondary Phone:
Insured Email:	Additional Insured Email:

- Policy Overview Page:
- Access the search feature to access other quotes or policies
- Use Action Tabs
- Policy Copy
- Report a Claim
- Cancel Policy
- Renew Policy - will be grayed out until renewal time
- Endorse Policy

# Endorsements

## Start on Policy Overview Page

<a href="#">Endorse Policy</a> <a href="#">Renew Policy</a> <a href="#">Cancel Policy</a> <a href="#">Report a Claim</a> <a href="#">Policy Copy</a>	
<b>Overview</b>   <a href="#">Policy History</a>   <a href="#">Claim History</a>   <a href="#">Documents</a>   <a href="#">Policy Notes</a>   <a href="#">Payments</a>	
View, Print or Email : <a href="#">Application</a> <a href="#">Flood Zone Determination</a> <a href="#">Current Declaration Page</a>	
<b>Policy Information</b>	
Insured Personal ID Code: <input type="text"/>	Rate Program Type: Risk Rating 2.0
Policy Number: <input type="text"/>	Policy Type: Standard
Term Dates: 01/23/2023 - 01/23/2024	Waiting Period: Loan Activity
Insured: <input type="text"/>	
Insured is Small Business? No	
Property Address: <input type="text"/>	
Legal Description: No	
Primary Phone: <input type="text"/>	
Insured Email: <input type="text"/>	Additional insured Email: <input type="text"/>
Policy Status: Inforce Status	Potential Duplicate Policy: No
Activity Status: Application Processed Status	
Agency ID: <input type="text"/>	Agency: <input type="text"/>
<b>Coverage Information</b>	
Building Coverage: \$150,000.00	Building Deductible: \$5,000.00
Contents Coverage: \$100,000.00	Contents Deductible: \$1,000.00
Premium: \$1,859.00	Replacement Cost: <input type="text"/>

**To Endorse a policy**  
**Go to the policy Overview page**  
**Click on the red **Endorse Policy** button**

## Endorsement Form

**This opens an endorsement request form & assigns an Activity ID number**

Endorse Policy [redacted] - Activity Id 2

Endorsements not submitted within 10 days of create date will be deleted.

Note

Review Discard

**Policy**

Term Dates: 01/23/2023 - 01/23/2024

**Click Notes to add a note to the policy**  
**Notes can be seen by all agency and Assurant users**

\*Effect [redacted]

Premium Payer: First Mortgage - WELLS FARGO HOME MORTGAGE INC

? \*Primary Residence:  Yes  No

Coverage Options

Customer

Property Address

Mailing Address

Mortgage Information

Other

**Click Discard to delete endorsement**  
**Click Review for next steps**

Review Discard

## Policy Section

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [redacted]

### Endorse Policy [redacted] - Activity Id 2

Endorsements not submitted within 10 days of create date will be deleted.

#### Policy

Term Dates: 01/23/2023 - 01/23/2024

Waiting Period:  Standard  Loan Closing

Application Date: 01/17/2023

\*Effective Date of Change: 02/17/2023 [calendar icon] mmddyy...

Premium Payer: First Mortgage - WELLS FARGO HOME MORTGAGE

? \*Primary Residence:  Yes  No

#### Coverage Options

Customer

Property Address

Mailing Address

Mortgage Information

Other

Renew Discard

**Endorsement Screen:**

- Indicate Waiting Period
- Enter Effective Date
- Renewal Payor update
- Primary Residence update
- Primary Residence change may change premium or document requirements causing the endorsement to go to Underwriting for review*

For other options, click on the arrow to open those screens



## Coverage Options Section

**Coverage Options**

\*Building Coverage: 200,000  
\*Contents Coverage: 100,000  
Replacement Cost:

Selected	Building Deductible	Contents Deductible
	1250.00	1000.00
	1250.00	2000.00
	1250.00	5000.00
	1250.00	10000.00
	2000.00	1000.00
	2000.00	2000.00
	2000.00	5000.00
	2000.00	10000.00
✓	5000.00	1000.00
	5000.00	2000.00
	5000.00	5000.00
	5000.00	10000.00
	10000.00	1000.00
	10000.00	2000.00
	10000.00	5000.00
	10000.00	10000.00

Change in Premium: 65.00 **Calculate Premium Change**

**Coverages & Deductibles:**  
Click the arrow to open the Coverage Options section  
Change Coverages by typing in new limits  
Change Deductibles by choosing from the list  
Click **Calculate Premium Change** Button to see premium increase/refund

## Customer Information Section

**Customer**

\*Type of Change:

\*Name:

? \*Is Insured a Tenant?  Yes  No

Primary Phone:

Secondary Phone:

Additional Insured:

\*Email Bypass?  Yes  No  
**Note: If the insured does NOT have an email address, this must be selected.**

\*Insured Email Address:

\*Re-enter Insured Email Address:  Must be entered exactly the same

Additional Insured Email Address:

Re-enter Additional Insured Email:  Must be entered exactly the same

**Customer information:**  
**Confirm type of change**  
**Update appropriate fields to change:**

- Named insureds
- Additional insureds
- Tenant status
- Insured Phone numbers
- Insured email address

**Some changes may require additional signatures before they can be fully processed**  
**These will generate an Endorsement Change Request form at the end of the transaction**

- Provide to insureds to sign and date
- Return to Underwriting for review

## Property Address Section

**Property Address:**  
Changes are not available via endorsement due to new RR 2.0 guidelines  
Agents must submit the request to Underwriting  
The request can be made via a General Change Endorsement request via the OTHER section

**Property Address** ▲

NOTE: A Flood Zone Determination has previously been provided for this property. To modify the property address, please send a Flood Zone Determination for the new address to the Flood Service Center.

Mailing Address ▼

Mortgage Information ▼

**Other** ▼

## Mail Address Section

### Mailing address:

### Several format types are available

\* Additional premium may be indicated if new address is different from property address due to need for verification of primary residence status

**Mailing Address**

Street  PO Box  Rural  Military  Foreign  Un-formatted

\*Street Number:

Pre-direct:

\*Street Name:

Street Type:

Post-direct:

Suite or Apt Number:

\*City, \*State, \*Zip:  -

## Mortgagee Information Section

**Mortgage Information:**  
Click the **X** to delete  
Click **mortgagee link** to edit

**Add New Loan**

**First Mortgagee**

Lender: WELLS FARGO HOME MORTGAGE INC  
PO BOX 502  
SPRINGFIELD, OH 45501-0502

Loan Amount: 200000.00  
Loan Number: 12888522369  
Lender Clause: ATIMA  
Mandatory Purchase: Yes

**Click Add New Loan to add new mortgagee**

The screenshot shows a web interface for mortgage information. At the top is a green header with the text 'Mortgage Information'. Below this is a light green bar with a button labeled 'Add New Loan'. The main content area has a grey background and contains a list of mortgage entries. The first entry is 'First Mortgagee', which has a red 'X' icon to its left. Below the entry name, there is a list of details: Lender (WELLS FARGO HOME MORTGAGE INC), address (PO BOX 502, SPRINGFIELD, OH 45501-0502), Loan Amount (200000.00), Loan Number (12888522369), Lender Clause (ATIMA), and Mandatory Purchase (Yes). Three callout boxes with green borders point to specific elements: one points to the 'X' icon, another points to the 'First Mortgagee' text, and a third points to the 'Add New Loan' button.

**Lender Search**

\*Lender Name: Wells Fargo

\*City: Springfield

\*State: Ohio

**Lookup** **Cancel**

**Add mortgagee name, city and state**

**Click Lookup**

The screenshot shows a 'Lender Search' form. It has a dark blue header with the text 'Lender Search'. Below the header are three input fields: '\*Lender Name: Wells Fargo', '\*City: Springfield', and '\*State: Ohio'. At the bottom of the form are two buttons: 'Lookup' and 'Cancel'. Two callout boxes with green borders point to the form fields: one points to the Lender Name, City, and State fields, and another points to the 'Lookup' button.

# Endorsements

## Adding or Correcting Mortgagee

**System Message**  
Found 65 lenders matching the selected criteria.

\* Required Fields

**Lender Search**

[Can't Find Your Lender?](#)

\*Lender Name:   
\*City:   
\*State:

**A list of mortgagee options loads  
Click on the correct option**

**Click Can't Find Your Lender? if none match the exact lender name/address  
This will open fields to enter the lender information manually**

**Results**

Lender
WELLS FARGO HOME MORTGAGE INC, PO BOX 502, SPRINGFIELD, Ohio, 45501-0502
WELLS FARGO HOME MORTGAGE INC, PO BOX 591, SPRINGFIELD, Ohio, 45501-0591
WELLS FARGO HOME MORTGAGE INC, PO BOX 602, SPRINGFIELD, Ohio, 45501-0602
WELLS FARGO HOME MORTGAGE INC, PO BOX 650, SPRINGFIELD, Ohio, 45501-0650
WELLS FARGO HOME MORTGAGE INC, PO BOX 652, SPRINGFIELD, Ohio, 45501-0652
WELLS FARGO HOME MORTGAGE INC, PO BOX 685, SPRINGFIELD, Ohio, 45501-0685
WELLS FARGO HOME MORTGAGE INC, PO BOX 850, SPRINGFIELD, Ohio, 45501-0850

# Endorsements

## Adding or Correcting Mortgagee

The screenshot shows a web form with two main sections: "Lender Information" and "Loan Information".

**Lender Information:**

- Change Lender (button)
- Lender Name: WELLS FARGO HOME MORTGAGE INC
- Lender Address: PO BOX 502, SPRINGFIELD, OH 45501-0502

**Loan Information:**

- Loan Type: Second Mortgage (dropdown)
- Loan Amount: 50000
- Loan Number: 982257598871233
- Lender Clause: (dropdown)
- Mandatory Purchase:  Yes  No
- Apply (button) | Cancel (button)

**Callouts:**

- Green box: "Page 2 opens with the lender info filled in" (points to Lender Name and Address)
- Green box: "Complete Loan Information Click Apply" (points to the Apply button)

## Mortgagee Update

**Mortgage Information** ▲

[Add New Loan](#)

✖ [First Mortgage](#)

Lender: WELLS FARGO HOME MORTGAGE INC  
PO BOX 502  
SPRINGFIELD, OH 45501-0502

Loan Amount: 200000.00  
Loan Number: 12888522369  
Lender Clause: ATIMA  
Mandatory Purchase: Yes

✖ [Second Mortgage](#)

Lender: WELLS FARGO HOME MORTGAGE INC  
PO BOX 502  
SPRINGFIELD, OH 45501-0502

Loan Amount: 50000.00  
Loan Number: 982257598871233  
Lender Clause:  
Mandatory Purchase: Yes

**New mortgagee will show on form**



## Other

### Other:

Use this section for

- General change requests
- More detailed requests
- Rating element change requests


**These requests are assigned to underwriting**  
**They will reach out to agent for additional documentation or premium as appropriate**

Other	
Type of Change (maximum 300 characters):	Insured Property address changed due to 911 update Number of floors needs to be updated to 3 Correct foundation to Basement
Old Information (maximum 300 characters):	25 E Archdale
New Information (maximum 300 characters):	283 E Archdale

# Submitting Endorsements

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [Trainer Joe](#)

Endorse Policy [REDACTED] - Activity Id 2 

[Make Changes](#) [Purchase](#) [Discard](#)

Endorsement Date Information	
Endorsement Effective Date:	02/18/2023
Endorsement Application Date:	01/18/2023

Coverage Information	
Building Coverage:	\$200,000.00
Contents Coverage:	\$100,000.00
Premium Due:	\$65.00
Building Deductible:	\$5,000.00
Contents Deductible:	\$1,000.00
Replacement Cost:	
Rating Description:	

Mail Refund To:

Rate Program Type: Risk Rating 2.0

Policy Type: Standard

Waiting Period: Standard

Insured is Tenant? No

Insured is Non-Profit? No

Payer: First Mortgage - WELLS FARGO HOME MORTGAGE INC  
11222 QUAIL ROOST DR MIAMI, FL 33157

Mailing Address:

## Endorsement with Premium Due

### Endorsement Review Screen: with premium change

Review changes highlighted in red

**Make Changes** button is used to make corrections or choose other options

**Purchase** button if premium is due

**\*Endorsements that require underwriter review may have additional premium and/or documentation due after review**

**Discard** button is to delete completely

# Submitting Endorsements

## Endorsement with Premium Due

Endorse Policy Renew Policy Cancel

Overview Policy History Claim History Documents Payments

**Endorsement Submitted**

Policy Number: [redacted] Activity: 2 Insured: [redacted]

**Results:** Endorsement: Pending, awaiting payment [Change Request](#)  
[email endorsement](#) [Email](#)

Payment: Unpaid, awaiting check or money order

**Next Steps:**

1. Please print the [cover form](#) and mail with payment.
2. The Service Center will process this endorsement when payment is received. The effective date does not need to be modified.

Thank you for doing business with Assurant Flood

**Submitted:  
Additional Documents/  
Payment needed**

**Shows Endorsement Submitted**


**Results indicate Pending, Awaiting Payment**

**Next Steps will indicate if additional documentation or premium are needed**

# Submitting Endorsements

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [Trainer Joe](#)

Endorse Policy [REDACTED] - Activity Id 3 

DISCLAIMER: Clicking 'Submit Endorsement' is considered an electronic signature for this endorsement request. You are also certifying that you have the authority to access the Assurant DBA American Bankers Insurance Company of Florida internet flood program with the user ID and password provided to the Agent of Record by Assurant DBA American Bankers Insurance Company of Florida, and have the authority to sign this endorsement request on behalf of the Agent of Record. If you click on 'Submit Endorsement', this endorsement request will be submitted to Assurant DBA American

**Endorsement Review Screen:**  
**Showing no premium change**

**Make Changes** button is used to make corrections or choose other options

**Submit Endorsement** to submit and upload documents

**Discard** button is to delete the endorsement completely

**\*Endorsements that require underwriter review may have additional premium and/or documentation due after review**

**Changes highlighted in red**

Make Changes Submit Endorsement Discard

Endorsement Application Date: 01/18/2023

Building Deductible: \$5,000.00

Contents Deductible: \$1,000.00

Replacement Cost:

Mail Refund To:

Rate Program Type: Risk Rating 2.0

Policy Type: Standard

Waiting Period: Standard

Insured is Tenant? No

Insured is Non-Profit? No

Payer: **INSURED - SANDI TRAINER**

## Endorsement with No Premium Due

# Submitting Endorsements

## Endorsement with No Premium Due

Endorse Policy Renew Policy Cancel Policy Report a Claim Policy Copy

Overview Policy History Claim History Documents Payments

**Endorsement Submitted and Processed**

Policy Number: [redacted] Activity: [redacted] Insured: [redacted]

**Results:** Endorsement: Processed and effective 02/18/2023 [Declaration Page](#)  
Payment: None needed

**Next Steps:** None. Process complete. [Policy Inquiry/Overview](#)

Thank you for doing business with Assura

**Submitted:**  
**No Documents/Payment needed**  
**Shows Endorsement Submitted and Processed**  
**Declaration Page available**  
**Results indicate Processed and effective date**  
**Next Steps will indicate nothing needed**

# Review Pending Endorsement

Overview **Policy History** Claim History Documents Policy Notes Payments

Policy Number: [Redacted]

**Activity History**

Activity	Status	Processed Date
Application	Processed	01/10/2023
Endorsement - 2	Pending	

Endorse Policy Renew Policy Cancel Policy Report a Claim Policy Copy

Policy History Claim History Documents Policy Notes **Payments**

Policy Number: [Redacted]

**Payments**

Activity	Amount	Receipt Date	Process Date	Status
Application - 1	\$1,859.00	2023/01/10	2023/01/10	Credit Card Processed

**Activities Requiring Payment**

Endorsement-2 Premium Due: \$65.00	<a href="#">Pay Now</a>
------------------------------------	-------------------------

**Pending Endorsement:**

Policy History Tab  
Shows Endorsement  
Pending

Payments Tab  
Shows amount of  
payment due if any  
Click on **Pay Now** to  
make payment

# Endorsements

# Review Completed Endorsement

**Completed Endorsement:**  
**Policy History Tab**  
**Shows Endorsement Processed**  
Click on the **blue bar** to see endorsement details

Overview **Policy History** Claim History Documents

**Activity History**

Effective Date	Activity	Status	Processed Date
01/23/2023	Application	Processed	01/10/2023
02/18/2023	Endorsement - 2	Processed	01/18/2023

**Coverages & Premiums**

Building Coverage: \$200,000.00	Contents Coverage: \$100,000.00
Building Deductible: \$5,000.00	Contents Deductible: \$1,000.00
Premium Amount: \$65.00	Premium Received: \$65.00

**Rating Changes**

	Changed From	To
Building Coverage	\$150,000.00	\$200,000.00

## Overview Page

Endorse Policy **Renew Policy** Cancel Policy

**Overview** Policy History Claim History Documents Policy Notes Payments

View, Print or Email : [Application](#) [Flood Zone Determination](#) [Current Declaration](#)

**Policy Information**

Insured Personal ID Code:	<input type="text"/>	Rate Program Type:	
Policy Number:	<input type="text"/>	Policy Type:	
Term Dates:	02/01/2022 - 02/01/2023	Waiting Period:	Loan Activity
Insured:	<input type="text"/>	Insured is Tenant?	No
Insured is Small Business?	No	Insured is Non-Profit?	No
		Payer:	<input type="text"/>
Property Address:	<input type="text"/>	Mailing Address:	<input type="text"/>
Legal Description:	No		
Primary Phone:	<input type="text"/>	Secondary Phone:	
Insured Email:	<input type="text"/>	Additional Insured Email:	
Policy Status:	Expired Status	Potential Duplicate Policy:	No
Activity Status:	Application Processed Status		
Agency ID:	<input type="text"/>	Agency:	<input type="text"/>

**Coverage Information**

Building Coverage:	\$205,000.00	Building Deductible:	\$1,250.00
Contents Coverage:	\$10,000.00	Contents Deductible:	\$1,000.00

Renewals are offered 70 days prior to the effective date

Go to Overview page

\*Renewal button shows red when renewal is available.

Click on **Renew Policy**



# Reviewing and Updating Renewal

## Choosing Renewal Options

[Review](#) [Discard](#)

**Renewal Policy Information**

Policy Number:		Renewal Effective Date:	02/01/2023
Policy Type:	Standard	Policy Expiration Date:	02/01/2023
Insured:		Payer:	INSURED -
Policy Status:	Expired Status	Activity Status:	Renewal Offered Status

IMPORTANT: To renew the policy without a lapse in coverage, the premium payment must be received within 30 days of the policy expiration date. If the premium is received after the 30-day grace period, a new application is required. If Alternate Coverage is selected a 30 day waiting period may be required.

**Renewal Option (choose one)**

Selected	Renewal Option	Building Coverage	Contents Coverage	Building Deductible	Contents Deductible	Premium Due
<input checked="" type="checkbox"/>	Regular	\$205,000.00	\$10,000.00	\$1,250.00	\$1,000.00	\$1,394.00
<input type="checkbox"/>	Inflation	\$226,000.00	\$11,000.00	\$1,250.00	\$1,000.00	\$1,428.00

Please Note: An alternate option is available [Add Alternate Option?](#)

**Renewal page:**  
Will list Regular and Inflation options  
Click the option insured wishes to pay  
Green check mark will move to selected option

Or click Add Alternate Option to open a third field where you can enter alternate coverage and deductible options  
\* Effective date and documentation rules apply

# Reviewing and Updating Renewal

## Entering Alternate Option

Renewal Policy Information						
Policy Number:	<input type="text"/>	Renewal Effective Date:	02/01/2023			
Policy Type:	Standard	Policy Expiration Date:	02/01/2023			
Insured:	<input type="text"/>	Payer:	INSURED - <input type="text"/>			
Policy Status:	Expired Status	Activity Status:	Renewal Offered Status			

IMPORTANT: To renew the policy without a lapse in coverage, the premium payment must be received within 30 days of the policy expiration date. If the premium is received after the 30-day grace period, a new application is required. If Alternate Coverage is selected a 30 day waiting period may be required.

Renewal Option (choose one)						
Selected	Renewal Option	Building Coverage	Contents Coverage	Building Deductible	Contents Deductible	Premium Due
	Regular	\$205,000.00	\$10,000.00	\$1,250.00	\$1,000.00	\$1,394.00
	Inflation	\$226,000.00	\$11,000.00	\$1,250.00	\$1,000.00	\$1,428.00
✓	Alternate	<input type="text" value="250,000"/>	<input type="text" value="10,000"/>	<input type="text" value="\$1,250.00/ \$1,000.00"/> ▼	<input type="button" value="Calculate"/>	

[Remove Alternate Option](#)

Once an Alternate Option is set, if it meets underwriting eligibility, the policy will renew at that option, regardless of the amount of premium received.

If a different amount is submitted by the insured or the mortgagee, it may generate an underpayment or overpayment

Renewal page:  
Enter the insured's choice of coverages and deductibles independently  
Click to remove Alternate Option fields

## Reviewing and Updating Renewal

### Important: Increasing Coverage / Decreasing Deductibles

**Coverage increase** above the Inflation option, requires a 30-Day Wait.

- If the request is entered at least 30 days prior to renewal, a renewal bill will be issued with the increased coverage and updated premium.
- If the request is received less than 30 days from renewal date and payment is received for the increased limits, the system will automatically issue the renewal with the Inflation option and create an endorsement for the additional coverage, effective 30 days from receipt of request and payment. Once renewal and endorsement are processed, if there is any premium overage, it will go to an underwriter for review.

**Deductible decreases** must be requested at least 30 prior to renewal.

- If the request is entered at least 30 days prior to renewal, a renewal bill will be issued with the reduced deductible and updated premium.
- If the request is entered less than 30 days from renewal, AND documentation is provided showing that the decrease is required by the lender, it can be issued as an endorsement. The policy will renew with the expiring deductible. The system will then create an endorsement to reduce the deductible with a 30-Day wait - which will require underwriter review.
- If the request is entered less than 30 days from renewal and No documentation is provided, the change cannot be made. The system will renew the policy with the expiring deductible and create a refund that will go to an underwriter for review.

# Reviewing and Updating Renewal

## Final Screen

**Review** **Discard**

**Renewal Policy Information**

Policy Number:		Renewal Effective Date:	02/01/2023
Policy Type:	Standard	Policy Expiration Date:	02/01/2023
Insured:		Payer:	INSURED -
Policy Status:	Expired Status	Activity Status:	Renewal Offered Status

IMPORTANT: To renew the policy without a lapse in coverage, the premium payment must be received within 30 days of the policy expiration date. If the premium is received after the 30-day grace period, a new application is required. If Alternate Coverage is selected a 30 day waiting period may be required.

Click **Review** and go to final screen

**Save and Send Bill** **Make Changes** **Purchase** **Discard**

**Selected Renewal Information**

Renewal	Premium Due:	\$1,394.00
Building Coverage	Contents Coverage:	\$10,000.00
Building Deductible	Contents Deductible:	\$1,000.00

**Renewal Options For Building**

Selected	Renewal Option	Building Deductible	Contents Deductible	Premium Due
✓	Regular	\$1,250.00	\$1,000.00	\$1,394.00
	Inflation	\$1,250.00	\$1,000.00	\$1,428.00

**Renewal Final Screen:**  
**Select final options**  
**Save and Send Bill** - Keep changes That were made / Orders an updated copy of the renewal bill to mail right away  
**Make Changes** - Keep changes That were made / Allows bill to mail on normally scheduled billing date  
**Purchase** - To make renewal payment  
**Discard** - To delete the changes and restore original options

See **Worklist** for tracking renewals

# Entering a Cancellation Request

## Policy Overview Page

The screenshot shows a web interface for a policy overview page. At the top, there are five buttons: 'Endorse Policy', 'Renew Policy', 'Cancel Policy', 'Report a Claim', and 'Policy Copy'. The 'Cancel Policy' button is highlighted with a green box. Below these buttons is a navigation bar with tabs: 'Overview', 'Policy History', 'Claim History', 'Documents', 'Policy Notes', and 'Payments'. The 'Overview' tab is selected. Below the navigation bar, there are three links: 'Application', 'Flood Zone Determination', and 'Current Declaration Page'. The main content area is divided into two sections: 'Policy Information' and 'Coverage Information'. The 'Policy Information' section contains various fields and values, such as 'Insured Per...', 'Rate Program Type: Risk Rating 2.0', 'Policy Type: Standard', 'Waiting Period: Standard', 'Insured is Tenant? Yes', 'Insured is Non-Profit? No', 'Payer:', 'Property Address:', 'Mailing Address:', 'Legal Description: No', 'Primary Phone:', 'Secondary Phone:', 'Insured Email: Registered', 'Additional Insured Email:', 'Policy Status: Inforce Status', 'Potential Duplicate Policy: No', 'Activity Status: Application Processed Status', 'Agency ID:', and 'Agency:'. The 'Coverage Information' section is partially visible at the bottom, showing 'Building Coverage: \$0.00' and 'Building Deductible: \$0.00'. A green callout box with a white background and a green border is overlaid on the 'Policy Information' section. It contains the following text: 'Start a new cancellation', 'Go to policy overview page', and 'Click on **Cancel Policy**'. A green arrow points from the 'Cancel Policy' button to the callout box.

# Entering a Cancellation Request

Effective Date  
& Cancellation  
Reason

**Cancellation Reasons hyperlink redirects to the NFIP Manual**

**Enter date & reason**  
Select the Effective Date  
Use the drop-down menu to select the cancel reason

**Cancellation**

Application Date: 12/19/2022

\*Effective Date:  [calendar icon] mddy...

? \*Cancellation Reason:

- RC 1 - Building Sold, Removed, or Destroyed
- RC 2 - Contents Sold, Removed, or Destroyed**
- RC 3 - Policy Cancelled to Establish Common Effective Date Change
- RC 4 - Duplicate NFIP Policies
- RC 5 - Invalid Payment
- RC 6 - Property Not Eligible for Coverage at Time of Application
- RC 7 - Property Closing Did Not Occur
- RC 10 - Condo Converting to RCBAP
- RC 13 - Nullification Prior to Policy Effective Date
- RC 26 - Duplicate Policy From a Source Other Than NFIP
- RC 27 - Property Becomes Ineligible for Coverage During Policy Term
- RC 28 - Insurance No Longer Required By Lender
- RC 29 - Building Physically Altered And No Longer Eligible for NFIP Coverage

\*Pay Refund To:

\*Mail Refund To:


Insured Signature obtained on site:

# Entering a Cancellation Request

## Refund Section

**Cancellation**

Application Date: 12/19/2022

\*Effective Date:   mmdyy...

? \*Cancellation Reason: RC 2 - Contents Sold, Removed, or Destroyed

\*Pay Refund To:

\*Mail Refund To:

Insured Signature obtained on site:

**Select refund info**

Indicate who check will be made out to

Indicate who check will be mailed to


Confirm all Insureds' signatures have been obtained and will be submitted with request

# Entering a Cancellation Request


## Adding a Different Mailing Address


**Cancellation**

Application Date: 12/19/2022

\*Effective Date: 12/18/2022  mmddyy...

? \*Cancellation Reason: RC 2 - Contents Sold, Removed, or Destroyed

\*Pay Refund To: INSURED - 

\*Mail Refund To: 

Insured Signature obtained on site: INSURED - AGENT

New Address

**Refund Mailing Address**

Street  PO Box  Rural  Military

\*Street Number:

Pre-direct:

\*Street Name:

Street Type:

Post-direct:

Suite or Apt Number:

\*Zip:

To mail refund to an new address not listed on policy

Indicate New Address

New fields open

Enter new mailing address

\* This only changes the address for the check being mailed



# Entering a Cancellation Request

## Reviewing For Errors

**Review Cancellation & Correct Errors**

**Click Review Cancellation**

Cancellation	
Application Date:	12/19/20
*Effective Date:	12/20/2022 <input type="text"/> mmddyy...
? *Cancellation Reason:	RC 2 - Contents Sold, Removed, or Destroyed <input type="text"/>
*Pay Refund To:	INSURED - SANDI TRAINER 5 <input type="text"/>
*Mail Refund To:	INSURED - SANDI TRAINER 5 <input type="text"/>
Insured Signature obtained on site:	<input checked="" type="checkbox"/>

**Please correct the following errors.**

1. (Invalid Information) If cancellation reason is RC 2 - Contents Sold, Removed, or Destroyed then effective date must be current or in the past.

**Pop up will indicate any error for incorrect cancellation effective date, pending activities, etc**

**These errors must be corrected before proceeding**

# Entering a Cancellation Request

## Pending Activities That Require Review

The screenshot shows a web interface for policy management. At the top, there are tabs: Overview, **Policy History**, Claim History, Documents, and Policy Note. Below the tabs, the Policy Number is 4100. The main section is titled 'Activity History' and contains a table with the following data:

Effective Date	Activity	Status
07/21/2022	Application	Processed
07/21/2022	Endorsement - 2	Pending

Below the table, there are sections for 'Coverages & Premiums' and 'Changes'. The 'Coverages & Premiums' section lists: Building Coverage: \$250,000.00, Building Deductible: \$1,250.00, and Premium Amount: \$0.00. The 'Changes' section lists: Lender Clause on Loan 10, Lender Clause on Loan 12, Lender Clause on Loan 14, and Insured Middle Initial.


A callout box with a green border contains the following text:

- View pending activities
- Pending activities will hold up a cancellation
- Go to the **Policy History** tab
- This example shows an endorsement to update the lender
- Process or delete the activity to proceed with the cancellation.

# Entering a Cancellation Request

**Change,  
Submit or  
Discard**

Cancel Policy

**Click to add pertinent notes to policy** 

DISCLAIMER: Clicking 'Submit Cancellation' is considered an electronic signature for this cancellation request. You are also certifying that you have the authority to access the Assurant DBA American Bankers Insurance Company of Florida internet flood program with the user ID and password provided to the Agent of Record by Assurant DBA American Bankers Insurance Company of Florida, and have the authority to sign this cancellation request on behalf of the Agent of Record. If you click on 'Submit Cancellation', this cancellation request will be submitted to Assurant DBA American Bankers Insurance Company of Florida.

**Action Options once all errors are cleared:**

- More Changes** Returns to the prior screen to make updates
- Submit Cancellation** sends the request to FloodPort for review
- Discard** exits and deletes cancellation request

**More Changes** **Submit Cancellation** **Discard**

Policy In	Program Type: Risk Rating 2.0
	Policy Type: Standard
	Waiting Period: Standard
	Insured is Tenant? Yes
	Insured is Non-Profit? No
	Payer: INSURED - SANDI TRAINER 5
	Mailing Address:
	Secondary Phone:
	Original Insured Email:
	Duplicate Policy: No
Agency ID:	Agency:

**Cancellation Information**

Cancellation Effective Date: <b>12/18/2022</b>	Cancellation Reason: RC 2 - Contents Sold, Removed, or Destroyed
Cancellation Application Date: <b>12/19/2022</b>	

**Refund Information**

Pay Refund To: INSURED -	Mail Refund To: INSURED -
--------------------------	---------------------------

# Entering a Cancellation Request

## Next Steps

The screenshot displays a web interface for policy management. At the top, there are navigation buttons: 'Endorse Policy', 'Renew Policy', 'Cancel Policy', 'Report a Claim', and 'Policy Conv.'. Below these are tabs for 'Overview', 'Policy History', 'Claim History', 'Documents', and 'Payments'. The main content area shows a 'Cancellation Submitted' status for a policy. The 'Results' section indicates the cancellation is pending documentation and a refund is to be determined. The 'Next Steps' section lists requirements: printing a cover form and mailing documentation, including proof of sale and a signed cancellation request. A callout box on the right explains that the cancellation will be displayed, the next steps section shows requirements, and the cover form lists these requirements. A second callout box at the bottom shows a detailed view of the cancellation request, including the date (12/19/2022), policy number, insured name, and property address, along with a list of required documentation.

**Endorse Policy** **Renew Policy** **Cancel Policy** **Report a Claim** **Policy Conv.**

Overview Policy History Claim History Documents Payments

**Cancellation Submitted**

Policy Number: [redacted] Activity: 4 Insured: [redacted]

**Results:**  
Cancellation: Pending, awaiting documentation [Cancellation Request](#)  
Payment: Refund to be determined

**Next Steps:**  
1. Please print the [cover form](#) and mail/fax/email the following documentation, or submit electronically below:  
• **Proof of Sale Documentation** - to be mailed/faxed/emailed with cover form or sale, settlement statement, foreclosure notice, proof of removal, proof of total loss (the refund recipient if the building is foreclosed.)  
• **Cancellation Request Signed by All Insureds** - to be mailed/faxed/emailed or uploaded electronically

**Next steps**  
Cancellation Submitted will display  
Next Steps section shows what else is required  
Cover form lists requirements and next steps

12/19/2022  
[redacted]  
Policy Number: [redacted]  
Insured: [redacted]  
Property Address: [redacted]

The additional information required to complete processing of this Cancellation is given in the instructions below. Refer to the online worklist for the status of this activity.

**Documentation**

Supporting documentation required to complete processing:  
• Documentation to support the sale or removal of contents. Documentation may include the bill of sale, settlement

# Entering a Cancellation Request

## Viewing Cancellation Request Form

Endorse Policy Renew Policy Cancel Policy Report a Claim Policy Copy

Overview Policy History Claim History Documents Payments

### Cancellation Submitted

Policy Number: [REDACTED] Activity: 4 Insured: [REDACTED]

**Results:** Cancellation: Pending, awaiting documentation [Cancellation Request](#)  
Payment: Refund to be determined

**Click Cancellation Request to view cancellation form**

Policy Number: [REDACTED]

Cancellation Date: 12/18/2022

**Policy Information**

Policy Term: 11/17/2022 - 11/17/2023  
Policyholder Name: [REDACTED]  
Additional Name:  
Property Address: [REDACTED]

**Cancellation Information**

Cancellation Reason: RC 1 - Building Sold, Removed, or Destroyed  
Reference Policy:  
Pay Refund To: INSURED - [REDACTED]  
Mail Refund To: INSURED - [REDACTED]

**Submitting a Cancellation**

Using the **browser's** Print button at the top of the page, print the cancellation request and submit it with any applicable documentation to:

US Mail Overnight Delivery

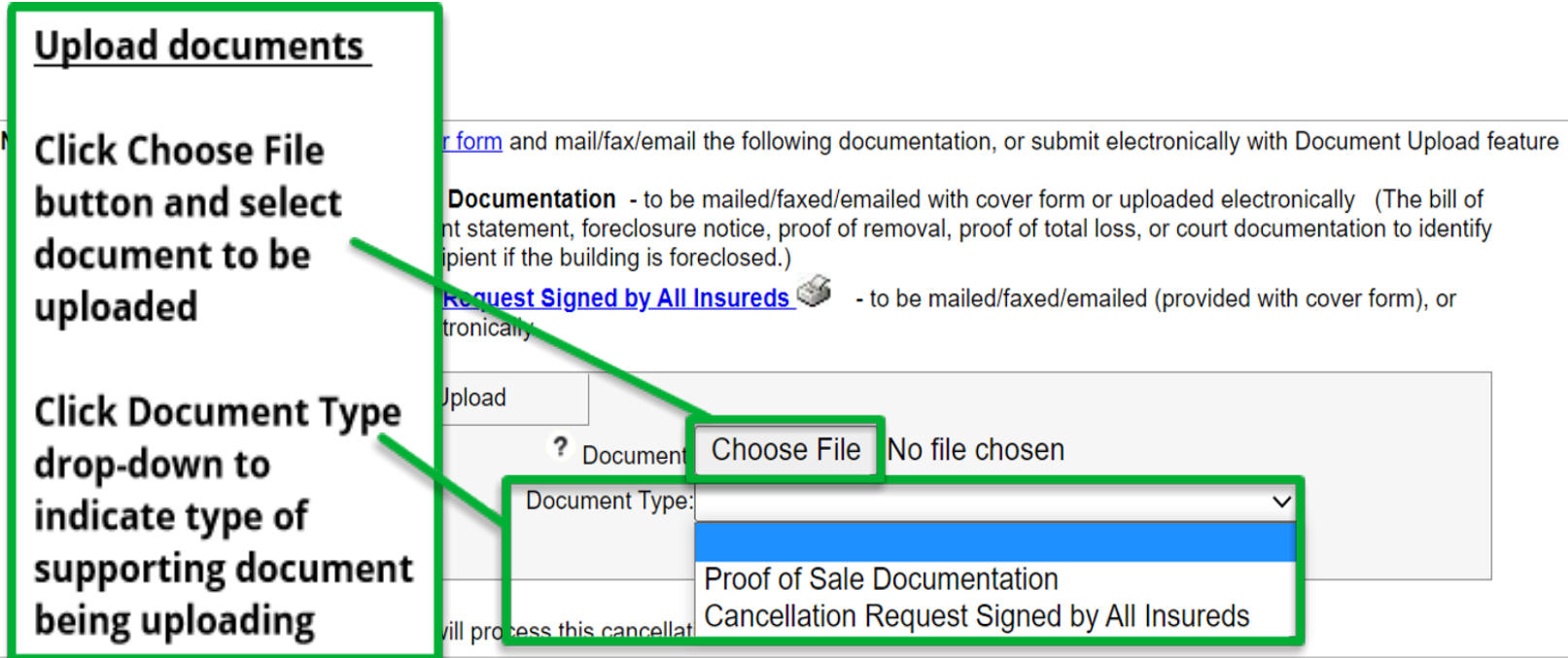
# Entering a Cancellation Request

## Uploading Documentation

**Upload documents**

Click Choose File button and select document to be uploaded

Click Document Type drop-down to indicate type of supporting document being uploading



The screenshot shows a web form for document upload. A green box highlights the 'Upload documents' section. Two callout boxes point to the 'Choose File' button and the 'Document Type' dropdown menu. The dropdown menu is open, showing two options: 'Proof of Sale Documentation' and 'Cancellation Request Signed by All Insureds'. The background text includes instructions on how to submit documentation electronically or via mail/fax/email.




The screenshot shows the document upload interface with a file selected. A green box highlights the 'Upload' button. Two callout boxes point to the file name 'Cancellation...signature.pdf' and the 'Upload' button. The background text includes instructions on how to submit documentation electronically or via mail/fax/email.

# Entering a Cancellation Request

## Uploading Documentation

**Next Steps:**

- Please print the [cover form](#) and upload it with Document Upload feature below:
  - **Proof of Sale Document** (The bill of sale, settlement statement, foreclosure notice, proof of removal, proof of total loss, or court documentation to identify the refund recipient if the building is foreclosed.)
  - ✓ • **Cancellation Request Signed by All Insureds**  - file(s) uploaded:  
Cancellation Request with insureds signature.pdf 12/19/2022 05:19 PM

Document Upload

? Document:  No file chosen

Document Type:

- The Service Center will process this cancellation when the documentation is reviewed.

**Upload will be confirmed and show name/date/time of upload**

# Entering a Cancellation Request

## Submit Request

The screenshot shows a web interface for policy management. At the top, there are five buttons: "Endorse Policy", "Renew Policy", "Cancel Policy", "Report a Claim", and "Policy Copy". Below these are tabs for "Overview", "Policy History", "Claim History", "Documents", "Policy Notes", and "Payments". The "Overview" tab is active. Underneath, there is a link "View, Print or Email : Cancellation Cover Form Cancellation Request". Below this is a "Policy Information" section with "Activity Id: 3" and "Policy Status: Inforce Status".

**Request will be submitted for underwriter review**  
Status will not update until Underwriting has completed review and processed the cancellation

**Policy Overview**  
Cancellation Request form will be available  
Cancellation Cover Form will be available



# Entering a Cancellation Request

## Cancellation Submitted

The screenshot displays a web interface for policy management. At the top, there are buttons for 'Endorse Policy', 'Renew Policy', 'Cancel Policy', 'Report a Claim', and 'Policy Copy'. Below these are tabs for 'Overview', 'Policy History', 'Claim History', 'Documents', 'Policy Notes', and 'Payments'. The 'Overview' tab is active, showing a 'View, Print or Email' section with links for 'Cancellation Cover Form', 'Cancellation Request', and 'Flood'. A 'Policy Information' section contains details such as Activity Id: 3, Insured Personal ID Code: S6928LEUH, Policy Number: 7800531902, and Policy Status: Inforce Status. A 'Policy Overview' section on the right lists details like 'Insured is Tenant? No', 'Insured is Non-Profit? No', 'Payer: INSURED - SANDI TRAINER', and 'Mailing Address: 8655 E VIA DE VENTURA SCOTTSDALE, AZ 85258'. Three green callout boxes provide key information: 'Request will be submitted for Underwriting', 'Once Underwriting has completed review and processed the cancellation, the policy status will change to Canceled', and 'Cancellation Request form will be available' and 'Cancellation Cover Form will be available'. The 'Policy Status' is shown as 'Inforce Status' with a dropdown arrow pointing to 'Canceled Status'.

**Request will be submitted for Underwriting**

**Once Underwriting has completed review and processed the cancellation, the policy status will change to Canceled**

**Cancellation Request form will be available**

**Cancellation Cover Form will be available**

View, Print or Email : [Cancellation Cover Form](#) [Cancellation Request](#) [Flood](#)

**Policy Information**

Activity Id: 3

Insured Personal ID Code: S6928LEUH

Policy Number: 7800531902

Policy Status: Inforce Status > Policy Status: Canceled Status

**Policy Overview**

Insured is Tenant? No

Insured is Non-Profit? No

Payer: INSURED - SANDI TRAINER

Mailing Address: 8655 E VIA DE VENTURA SCOTTSDALE, AZ 85258

Legal Description: No

Primary Phone: 555-555-5555

Insured Email: sandi.trainer@test.com - [Welcome](#)

Policy Status: Inforce Status

Activity Status: Endorsement Processed Status

Email Address: sandi.trainer@test.com

Agency ID: 77481-00000-000-00001

**Coverage Information**



# Entering a FNOL

## Loss Information

[Review Claim](#)

**Loss Information**

\*Date of Loss:   mmddyy... Term Dates: 11/18/2022 - 11/18/2023

Loss and Damage Description (maximum 250 characters):

\*Has the insured lived in the dwelling for 80 percent of the 365 days preceding the loss:  
 Yes  No

Is this property covered by wind and/or other flood insurance carrier:  
 Yes  No

**Contact Information**

\*Contact Name:    
(\*First/\*Last)

\*Request Text Message Updates:  Yes  No  
Would you like to receive periodic text message updates about your policy and claims activity? Please note that message and data rates may apply, and you can stop receiving texts at any time by replying STOP to any text.

\*Mobile Phone: (  )  -

Alternate Phone: (  )  -  ext.

Email Address:

Address Line 1:

Address Line 2:

City, State, Zip:    -


[Review Claim](#) [Discard](#)

- Complete the form:
- Enter the date the loss occurred
- Give a brief description of the loss and damage
- Indicate percentage of occupancy for Principal Residence review
- Indicate if property has coverage under any wind or other flood policies

## Contact Information

[Review Claim](#) [Discard](#)

**Loss Information**

\*Date of Loss:    Term Dates: 11/18/2022 - 11/18/2023

Loss and Damage Description (maximum 250 characters):

\*Has the insured lived in the dwelling for 80 percent of the 365 days preceding the loss:  
 Yes  No

Is this property covered by wind and/or other flood insurance carrier:  
 Yes  No

**Contact Information**

\*Contact Name:    
( FIRST/ Last)

\*Request Text Message Updates:  Yes  No  
Would you like to receive periodic text message updates about your policy and claims activity? Please note that message and data rates may apply, and you can stop receiving texts at any time by replying STOP to any text.

\*Mobile Phone: (  )  -

Alternate Phone: (  )  -  ext.

Email Address:

Address Line 1:

Address Line 2:

City, State, Zip:    -

[Review Claim](#) [Discard](#)

Enter name for insured/  
contact

Opt In to receive text updates  
on claim progress at cell  
phone listed

Phone number for insured/  
contact

Email for claim  
communications/documents

Physical mail for claim  
communications/documents

**Review Claim** will  
move to next page

**Discard** will delete  
form completely

## Review Page

Policy Information	
Insured Personal ID Code: ES2MY4U7F	
<b>Review for completeness and any errors before submitting to claims</b>	
Insured: SANDI TRAINER 6	Insured is Tenant? No
Insured is Small Business? No	Insured is Non-Profit? No
	Payer: First Mortgage - WELLS FARGO BANK NA
Property Address: 11222 QUAIL ROOST DR MIAMI, FL 33157	Mailing Address: 11222 QUAIL ROOST DR MIAMI, FL 33157
Legal Description: No	
Primary Phone: 555-555-5555	Secondary Phone:
Insured Email: sandi.potenziani@assurant.com - Registered	Additional Insured Email:
Policy Status: Inforce Status	Potential Duplicate Policy: No
Agency ID: 77481-00000-000-00001	Agency: TRAINER JOE
Claim Information	
Date of Loss: 12/27/2022	
Loss and Damage Description: River overflow	
The insured has lived in the dwelling for 80 percent of the 365 days preceding the loss: Yes	
Property covered by wind and/or other flood insurance carrier: No	
Contact Name: SANDI TRAINER	Text Message Updates: Yes
Contact Mobile Phone: 555-555-5555	Contact Alternate Phone: 555-555-2222
Contact Address: 8655 E VIA DE VENTURA C/O A. FRIEND SCOTTSDALE, AZ 85258	Contact Email: Sandi.Trainer@trainer.com

**Discard will delete form completely**

**Submit Claim will complete reporting process and open claim**

**More Changes goes to previous page to make corrections**

# Entering a FNOL

## Claim Submitted Page

Your claim has been submitted!  
Email has been sent to kevin.dupree@assurant.com  
Thank you for doing business with Assurant Flood.

System message will confirm claim has been submitted

email claim

Email

[Print Notice of Loss](#)

### Policy Information

Insured Personal ID Code: ES2MY4U7

Policy Number: 7800530755

Term Dates: 11/18/2022

Insured: SANDI TRA

Click Print Notice of Loss to open a copy of the loss notice

Loss notice can be emailed from system using this field

### Assurant Flood Insurance Program

Helpdesk number: 800-423-4403

### FLOOD INSURANCE LOSS NOTICE

\*Attention Adjuster: Claim was reported outside of policy term. Please verify DOL before proceeding with claim.

Report Date: 09/28/2022 Date of Loss: 09/27/2022\*

Time: 06:00:56PM Reported By: TRAINER JOE

FICD Number:

Adjuster ID: Examiner ID: Assurant Claims Manager2

### AGENCY

Agency Name: TRAINER JOE

Address: 1812 MANATEE AVE W  
BRADENTON, FL 34205-5927

Phone: 410-789-7878 Agency Fax:

Agent Id: 77481-00000-000-00001

DOC ID: 780011344

# Entering a FNOL

## Claim History Tab

Overview Policy History **Claim History** Documents Policy Notes Payments

Policy Number:

Claims History

Date of Loss	Type	Status	Building Payment	Contents Payment
<a href="#">09/27/2022</a>	<a href="#">Flood Damage Claim</a>	<a href="#">Claim Pre-Open</a>	<a href="#">\$0.00</a>	<a href="#">\$0.00</a>

Claim History tab will now be active

Claim will show in Claims History showing:  
Building & Contents payments issued to date  
Status of claim  
Click on the claim to open Flood Loss Inquiry form

American Bankers Insurance Company of Florida

As of: 09/28/2022

DOL: 09/27/2022

**FLOOD LOSS INQUIRY**

**Flood Damage Claim Information**

Insured: SANDI TRAINER	Policy Number: 7500112441
Adjuster:	Date of Loss: 09/27/2022
Adjuster Phone: (-	Policy Type: Standard
Examiner: Assistant Claims Manager2	Claim Status: Claim Pre-Open
Date claim reported:	Date claim assigned to adjuster:
Business Address:	Mailing Address:

## Accessing Worklist

**Worklist** is how you manage quotes, applications, endorsements and renewals

ASSURANT® **FloodPort** Your Port in the Storm

Home News & Events Obtain a Quote **Worklist** Flood Policies Notifications Reference Center Reporting

**Obtain a Quote** ▶  
Obtain a flood zone determination and premium quote for new business or a company rollover. When the premium quote is complete proceed to application to finish the process and submit electronically.

**Worklist** ▶  
Follow through on quotes and applications, view pre-expiration policies, and check on the status of applications being processed.

**Report Claims** ▶

**Policies & Quotes**  
Access policies, quotes, review policy and claim and renewal bills.

Search for a Policy or Quote

Last Name or Business Name:

First Name:

Take Action on a Policy or Quote

Policy Number or Quote Id:

**You can access it from the top menu or by the Home page**

**Use Worklist to track your unsubmitted work, review pending items, see completed items and check renewals in a specific time frame**



# Worklist Tabs

The screenshot shows the FloodPort website header with the Assurant logo and the tagline "Your Port in the Storm". The navigation menu includes Home, News & Events, Obtain a Quote, Worklist, Flood Policies, Notifications, Reference Center, and Reporting. The Worklist section is highlighted with a green box and the text "There are four tabs". Below this, four callout boxes describe the tabs: "Items pending submission by agent" (Not Submitted), "Items submitted - pending" (Submitted Not Processed), "Items submitted - completed" (Processed), and "Upcoming and lapsed renewals" (Lapse Warning). The Worklist section also includes a filter for "List items created" set to "within past 1 day" and a "Go" button.

ASSURANT® FloodPort Your Port in the Storm

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

There are four tabs

Items pending submission by agent

Items submitted - pending

Items submitted - completed

Upcoming and lapsed renewals

Worklist

Not Submitted Submitted Not Processed Processed Lapse Warning

List items created within past 1 day Go

# Not Submitted Tab

**Not Submitted Tab:**  
Items started by you but not signed and submitted. They are pending for you to return to. Underwriting does not have access to these items

Worklist

**Not Submitted**

- Quotes started and not converted to Application
- Applications started and not signed/submitted
- Endorsements started and not signed/submitted
- Cancellations started and not signed/submitted

Quoted

Started Applications

Started Endorsements

Started Cancellations

ms

ms

ms

ms

Go

The screenshot shows the FloodPort website header with the ASSURANT logo and the tagline "Your Port in the Storm". The navigation menu includes Home, News & Events, Obtain a Quote, Worklist, Flood Policies, Notifications, Reference Center, and Reporting. The main content area is titled "Worklist" and features a "Not Submitted" tab. A search filter is set to "within past 30 days" with a "Go" button. A table lists transactions with columns for Delete, Create Date, Name, Property Address, Day Phone, and Action. Annotations explain that items from the selected time frame appear on each list, that transactions can be deleted by clicking the X, and that users can click on the Name, Address, or ID to go to the item.

**Choose how far back you want to search and click Go**

**All items from that time frame will appear on each list**

**You can click on the Name, Address, or ID to go to the item**

**Delete transactions by clicking the X under Delete Item will no longer be available in the system**

Delete	Create Date	Name	Property Address	Day Phone	Action
X	2022-11-01				
X	2022-11-01				
X	2022-11-01				
X	2022-10-21				\$1,567.00
X	2022-10-20				
X	2022-10-04				
X	2022-10-04				
X	2022-10-04				
X	2022-10-04				

Started Applications 4 Items

Started Endorsements 0 Items

Started Cancellations 0 Items

# Submitted Not Processed Tab

The screenshot shows the 'Submitted Not Processed' tab selected in the 'Worklist' section. A callout box explains that items are pending for payment, missing documentation, or underwriting review, and that Underwriting now has access to these items. Below the tab, there are filters for 'List items received' set to 'within past 1 day' and a 'Go' button. A table lists three categories: Submitted Applications, Submitted Endorsements, and Submitted Cancellations, each with 0 items.

**Submitted Not Processed Tab:**  
Items you signed and submitted. They are pending for payment, missing documentation, missing information, or underwriting review.  
Underwriting now has access to the items

Worklist

Not Submitted | **Submitted Not Processed** | Processed | Lapse Warning

List items received: within past 1 day [Go]

Submitted Applications	0 Items
Submitted Endorsements	0 Items
Submitted Cancellations	0 Items

# Submitted Not Processed Tab

The screenshot shows the FloodPort website's Worklist section. The header includes the Assurant logo and the text 'FloodPort Your Port in the Storm'. A navigation bar contains links for Home, News & Events, Obtain a Quote, Worklist, Flood Policies, Notifications, Reference Center, and Reporting. The Worklist section has four tabs: Not Submitted, Submitted Not Processed (selected), Processed, and Lapse Warning. A search filter is set to 'Submitted Not Processed' and a dropdown menu is open, showing options like 'within past 1 day', 'within past 30 days', and 'within past 365 days (year)'. A 'Go' button is next to the dropdown. Below the tabs are sections for Submitted Applications, Submitted Endorsements, and Submitted Cancellations. The Submitted Applications table has columns for Receipt Date, Name, Property Address, Day Phone, Quote ID, and Premium. The Submitted Cancellations table has columns for Receipt Date, Name, Property Address, Day Phone, Policy Number, Effective Date, and Reason Pending. Annotations in green boxes provide instructions: 'Choose how far back you want to search and click Go' points to the search filter; 'All items from that time frame will appear on each list' points to the search results; 'You can click on the Name, Address or ID to go to the item' points to the Name, Property Address, and Quote ID columns; and 'You can hover over Reason Pending for pop up with list of reasons' points to the Reason Pending column.

**Choose how far back you want to search and click Go**

**All items from that time frame will appear on each list**

**You can click on the Name, Address or ID to go to the item**

**You can hover over Reason Pending for pop up with list of reasons**

Receipt Date	Name	Property Address	Day Phone	Quote Id	Premium
<a href="#">2022-08-13</a>					\$1,251.00
<a href="#">2022-08-12</a>					
<a href="#">2022-08-12</a>					

Receipt Date	Name	Property Address	Day Phone	Policy Number	Effective Date	Reason Pending
					2022-09-12	<a href="#">Mainframe Interface Exception...</a>
					2022-08-11	<a href="#">MULTIPLE...</a>

# Processed Tab

**Processed Tab:**  
All items that were signed, submitted, paid, processed, and issued within the selected time frame. They are complete and not pending

Worklist

Not Submitted | Submitted Not Processed | **Processed** | Lapse Warning

List items processed: within past 1 day

Processed Applications	New Policies	0 Items
Processed Endorsements	Endorsements	1 Items
Processed Cancellations	Cancellations	0 Items
Processed Renewals	Renewals	0 Items

The screenshot shows the FloodPort website's Worklist page. At the top, the ASSURANT logo and 'FloodPort Your Port in the Storm' are visible. A navigation bar includes links for Home, News & Events, Obtain a Quote, Worklist, Flood Policies, Notifications, Reference Center, and Reporting. The Worklist section features four tabs: Not Submitted, Submitted Not Processed, **Processed**, and Lapse Warning. A search filter is set to 'within past 30 days', and a 'Go' button is present. A table lists processed items, with one item highlighted. Below the table are sections for Processed Applications, Processed Endorsements, Processed Cancellations (0 Items), and Processed Renewals (0 Items). Annotations in green boxes provide instructions: 'Choose how far back you want to search and click Go' points to the search dropdown and button; 'All items from that time frame will appear on each list' points to the search filter; and 'You can click on the Name, Address or ID to go to the item' points to the highlighted table row.

**Choose how far back you want to search and click Go**

**All items from that time frame will appear on each list**

**You can click on the Name, Address or ID to go to the item**

Process Date	Name	Property Address	Policy Number	Activity Id		Docs
2022-11-02	[REDACTED]	[REDACTED]	[REDACTED]	3	2022-11-02	[REDACTED]

# Lapse Warning Tab

The screenshot shows the 'Lapse Warning Tab' interface. At the top left, the 'ASS' logo and 'Home' link are visible. A green-bordered box highlights the title 'Lapse Warning Tab: This is where you go to track Renewals'. Below this is a 'Worklist' section with four tabs: 'Not Submitted', 'Submitted Not Processed', 'Processed', and 'Lapse Warning' (which is highlighted in red). A green arrow points from the title box to the 'Lapse Warning' tab. Below the tabs is a search filter: 'List policies 10 days before expiration, through 0 days after expiration.' with a 'Go' button. A table below shows two rows: 'Renewals Pending without Payment' with 'Unpaid Renewal Offers' (4 items) and 'Renewals Pending with Payment' with 'Paid Renewal Offers' (1 item). Green boxes highlight the filter and the table content, with lines connecting them.

ASS Home **Lapse Warning Tab:**  
This is where you go to track Renewals orting

Worklist

Not Submitted Submitted Not Processed Processed **Lapse Warning**

List policies 10 days before expiration, through 0 days after expiration. **Go**

Renewals Pending without Payment	<b>Unpaid Renewal Offers</b>	4 Items
Renewals Pending with Payment	<b>Paid Renewal Offers</b>	1 Items



## Lapse Warning Tab

The screenshot shows a software interface with a dark blue header. On the left, the word 'ASSUR' is partially visible. In the center, 'the Storm' is visible. On the right, there are navigation links: 'Home', 'Locations', 'Reference Center', and 'Reporting'. Below the header is a 'Worklist' section with four tabs: 'Not Submitted', 'Submitted Not Processed', 'Processed', and 'Lapse Warning' (which is highlighted in red). Below the tabs is a search area with the text 'List policies' followed by two dropdown menus, both set to '0 days'. The first dropdown is followed by 'before expiration, through' and the second by 'after expiration.'. A red 'Go' button is to the right. Below this search area is a table with two rows: 'Renewals Pending without Payment' with '24 Items' and a dropdown arrow, and 'Renewals Pending with Payment' with '3 Items' and a dropdown arrow. Three green callout boxes with white text and green borders provide instructions: the first points to the first dropdown, the second to the second dropdown, and the third to the 'Go' button. A fourth green callout box at the bottom points to the table rows.

You can review upcoming renewals by indicating the desired timeframe before expiration

Or you can review expired renewals by indicating the desired timeframe after expiration

Once you indicate the timeframe, click **Go**

List policies: 0 days before expiration, through 0 days after expiration. **Go**

Renewals Pending without Payment	24 Items
Renewals Pending with Payment	3 Items

All items from that time frame will appear on each list

# Lapse Warning Tab

Worklist

**Lapse Warning**

List policies: 10 days before expiration, through 0 days after expiration. **Go**

**Renewals Pending with Payment** 4 Items

Expiration Date	Name	Property Address	Day Phone	Policy Number	Premium Due	Submitted Premium	Reason Pending
2022-11-03					\$774.00		
2022-11-03					\$774.00		
2022-11-06					\$767.00		
2022-11-06							

**Renewals Pending with Payment** 1 Items

Expiration Date	Name	Property Address	Day Phone	Policy Number	Premium Due	Submitted Premium	Reason Pending
2022-11-02					\$1,677.00	\$1,626.00	

**A Premium Due listed indicates that the renewal bill issued. You can click on the play icon to open a copy of the bill**

**A \$0 or no Premium Due listed indicates that the renewal bill could not issue.**

**Click on the policy info to go to the Policy Overview screen where you can view renewal offer or research why a renewal bill could not issue**

## Renewal Information

In Policy Overview screen You can review **Policy Notes** for more information

Endorse Policy Renew Policy Cancel Policy Report a Claim Policy Copy

Overview **Policy History** Claim History Documents Policy Notes Payments

Policy Number: [Redacted]

**Activity History**

Effective Date	Activity	Status	Processed Date	
11/06/2014	Renewal	Processed	11/06/2014	▼
11/06/2015	Renewal	Processed	10/19/2015	▼
11/06/2016	Renewal	Processed	10/27/2016	▼
11/06/2016	Endorsement	Processed	10/27/2016	▼
11/06/2017	Renewal	Processed	10/27/2017	▼
11/06/2018	Renewal	Processed		▼
11/06/2019	Renewal	Processed		▼
11/06/2020	Renewal	Processed	10/27/2020	▼
11/06/2021	Renewal	Processed	11/08/2021	▼
11/06/2022	Renewal	Renewal Pending Without Payment		▼

Or go to **Policy History** tab

Locate the Renewal activity

Click the arrow to open the activity

# Additional Renewal Information

Endorse Policy Renew Policy Cancel Policy Report a Claim Policy Copy

Overview **Policy History** Claim History Documents Policy Notes Payments

Policy Number: [Redacted]

**Activity History**

Effective Date	Activity	Status	Processed Date
11/08/2014	Application	Processed	11/06/2014
11/06/2015	Renewal	Processed	10/19/2015
11/06/2016	Renewal	Processed	11/07/2016
11/06/2016	Endorsement - 4	Processed	12/01/2016
11/06/2017	Renewal	Processed	10/27/2017
11/08/2018			
11/08/2019			

Coverages & P

Changes

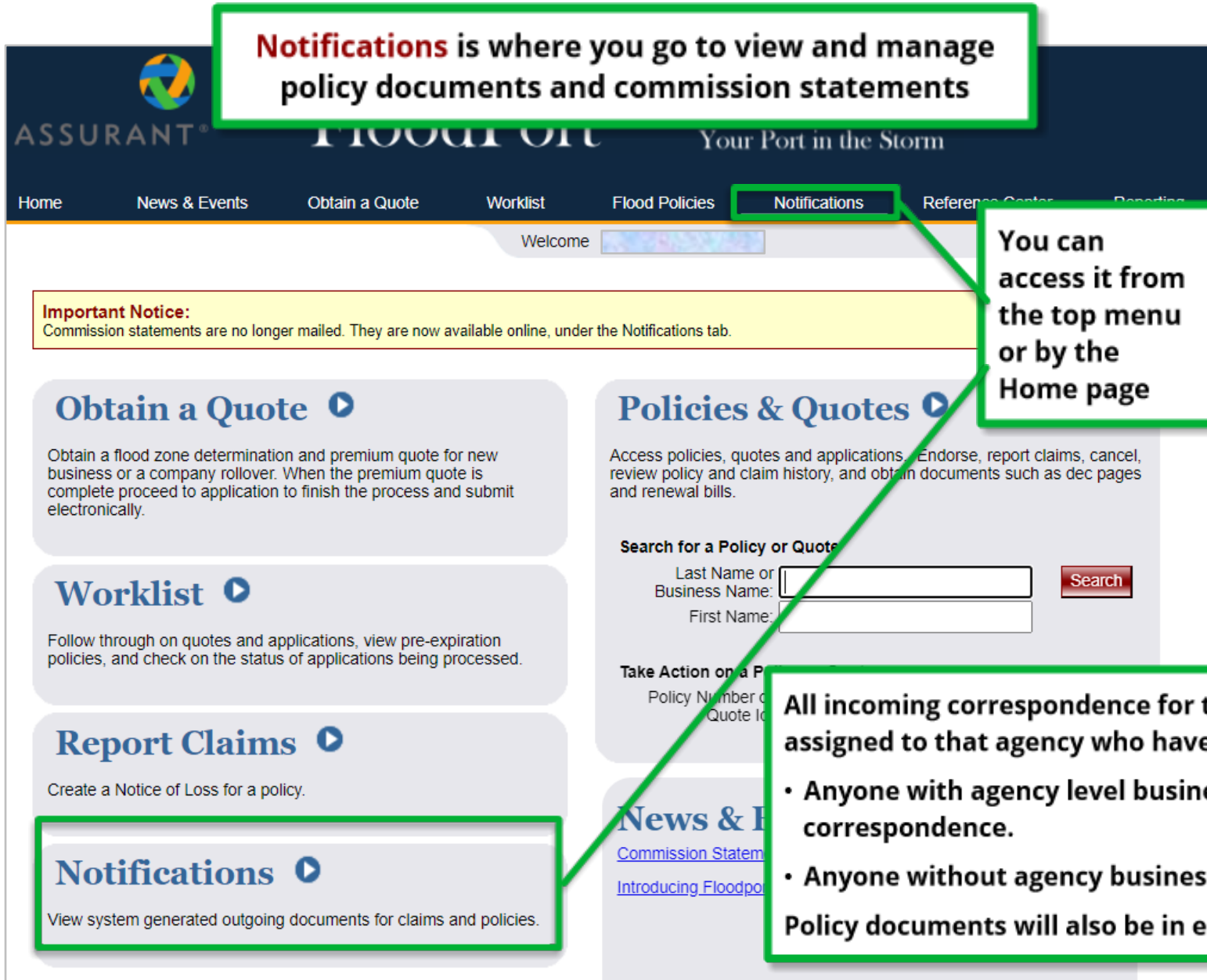
Building Use	Main House	Main Dwelling
Number of Units		1
Has Prior NFIP Coverage		false
Building Type	One Floor	
Occupancy	Single Family	Single-Family Home

Reason Pending

1. FEMA Rating Error - FEMA rejected the premium request because it failed an edit. Please contact the Flood Service Center.

**This screen will list the reason renewal is pending**

**Premium cannot be calculated and renewal bill cannot issue until all errors are resolved**



**Notifications** is where you go to view and manage policy documents and commission statements

You can access it from the top menu or by the Home page

**Important Notice:**  
Commission statements are no longer mailed. They are now available online, under the Notifications tab.

**Obtain a Quote**  
Obtain a flood zone determination and premium quote for new business or a company rollover. When the premium quote is complete proceed to application to finish the process and submit electronically.

**Worklist**  
Follow through on quotes and applications, view pre-expiration policies, and check on the status of applications being processed.

**Report Claims**  
Create a Notice of Loss for a policy.

**Notifications**  
View system generated outgoing documents for claims and policies.

**Policies & Quotes**  
Access policies, quotes and applications. Endorse, report claims, cancel, review policy and claim history, and obtain documents such as dec pages and renewal bills.

**Search for a Policy or Quote**  
Last Name or Business Name:   
First Name:

**All incoming correspondence for the agency can be viewed by all representatives assigned to that agency who have access to the Notifications.**

- Anyone with agency level business access can view and manage inbound correspondence.
- Anyone without agency business level access, will not see the Notifications

**Policy documents will also be in each policy under the Document tab.**

ASSURANT® **FloodPort** Your Port in the Storm

Home News & Events Obtain a Quote Worklist Flood Policies Notifications Reference Center Reporting

Welcome [User Name]

**Important Notice:**  
Commission statements are no longer mailed. They are now available online, under the Notifications tab.

**Inbox**

List Items Received: [dropdown menu: within past 30 days] **Go**

The **Inbox** tab displays all new and unflagged correspondence and commission statements

**Choose a date range** **Click Go**

The **Flagged Items** tab displays all items flagged by agency for follow up

**Inbox** **Flagged Items**

Checked Items: **Remove** **Flag** **Mark As Unread**

<input type="checkbox"/>	<b>Receipt Date</b>	<b>PolicyNumber/Id</b>	<b>Current Activity Status</b>	<b>Letter Type</b>	<b>Notes</b>
<input type="checkbox"/>	12/06/2022	[blurred]	Renewal Offered	<b>Send Renewal Bill</b>	[blurred]
<input type="checkbox"/>	12/01/2022	[blurred]		<b>Commission Statement</b>	[blurred]
<input type="checkbox"/>	11/15/2022	[blurred]	Renewal Pending With Payment	<b>Send Underpayment</b>	[blurred]
<input type="checkbox"/>	11/11/2022	[blurred]	Endorsement Process		[blurred]

Headings are all clickable to use to sort data

Unread correspondences are bolded for easy identification.

List Items Received:

**Inbox**    Flagged Items

Checked Items:

**Click on link to open document**

<input type="checkbox"/>	Receipt Date	PolicyNumber	Status	Letter Type	Notes
<input type="checkbox"/>	12/06/2022		ed	<a href="#">Send Renewal Bill</a>	
<input type="checkbox"/>	12/01/2022			<a href="#">Commission Statement</a>	
<input type="checkbox"/>	11/15/2022		ayment	<a href="#">Send Underpayment Letter</a>	
<input checked="" type="checkbox"/>	11/11/2022		Endorsement Processed	<a href="#">Archive Endorsement</a>	

**Available actions**

**Check box to select item for an action**

List Items Received:

**Inbox**    Flagged Items

Checked Items:

**Click to remove checked item from the Notifications view only.**

**Correspondence will remain available under the documents tab of the policy.**

**System Message will display if an item is successfully removed from Notifications.**

<input type="checkbox"/>	Receipt Date
<input type="checkbox"/>	12/06/2022
<input type="checkbox"/>	12/01/2022
<input type="checkbox"/>	11/15/2022
<input checked="" type="checkbox"/>	11/11/2022

List Items Received:

**Inbox**    Flagged Items

Checked Items:

<input type="checkbox"/>	Receipt Date	PolicyNumber/Id	Current	
<input type="checkbox"/>	12/06/2022		Renewal	
<input type="checkbox"/>	12/01/2022			<a href="#">Commission Statement</a>
<input type="checkbox"/>	11/15/2022		Renewal Pending With Payment	<a href="#">Send Underpayment</a>
<input checked="" type="checkbox"/>	11/11/2022		Endorsement Processed	<a href="#">Archive Endorsement</a>

**Click to change checked item status back to Unread**  
**Item will show as bolded again**



List Items Received:

**Commission Statement:**  
Commission statements will be located here for download or printing



AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA  
2948 Bayline Dr Ste 231  
Altamonte Springs, FL 32714  
888-423-4483  
Flood.Marketing.Support@Assurant.com  
FLOOD POLICY COMMISSION STATEMENT  
Period Ending: 11/30/2022

Agency Name:   
Producer Number:   
Check Worksheet Number:   
Total Written Premium:   
Current Activity:   
Previous Balance: \$0.00  
Payments Received: \$0.00  
Commission Adjustment: \$0.00  
Total Payout:

\*FIP Calculation: Total Premium minus Referred Fund Deductions, AFIS Exchange, and Federal Policy Fee equals Written Premium. Written Premium, minus Commission/Fee, equals Commission/Fee Paid. (This fee applies to re-endorsements or endorsements if provided.)

Insured Name	Policy Number	Tax Type	Effective Date	Agent Name	Agent ID	Written Premium (See Note)	Comm Rate	Comm Amt Due
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Letter Status	Letter Type	Notes
Referred	<a href="#">Send Renewal Bill</a>	
	<a href="#">Commission Statement</a>	
Pending With Payment	<a href="#">Send Underpayment Letter</a>	
Not Processed	<a href="#">Archive Endorsement</a>	

List Items Received:

**Inbox** | Flagged Items

Checked Items:

<input type="checkbox"/>	Receipt Date	PolicyNumber		Notes
<input type="checkbox"/>	12/06/2022		Renewal Offered	<a href="#">Send Renewal Bill</a>
<input type="checkbox"/>	12/01/2022			<a href="#">Commission Statement</a>
<input type="checkbox"/>	11/15/2022		Renewal Pending With Payment	<a href="#">Send Underpayment Letter</a>
<input checked="" type="checkbox"/>	11/11/2022		Endorsement Processed	<a href="#">Archive Endorsement</a>

**Click to flag the checked item for follow up later or for another representative in the office to review.**

Welcome Assurant Agency SB Id Test Agent 3 Agency MO User Id

GEICO PORTFOLIO - 70277-00000-000-00001

**Inbox** | Flagged Items

Checked Items:

past 30 days

**A drop down selection of all representatives assigned to the agency who have access will be included for assignment.**

**Select name and click Save.**

<input type="checkbox"/>	09/18/2022		Renewal Offered	<a href="#">Notice</a> <a href="#">Send Renewal Bill Final</a>
<input type="checkbox"/>	09/18/2022		Renewal Offered	<a href="#">Notice</a> <a href="#">Send Renewal Bill Final</a>
<input type="checkbox"/>	09/18/2022		Renewal Offered	<a href="#">Notice</a> <a href="#">Send Renewal Bill Final</a>

Inbox **Flagged Items** [Items received within past 30 days.](#)

Checked Items: Remove UnFlag Mark As Unread

Receipt Date

	Receipt Date	PolicyNumber/Id	Item Type	Flagged For	Notes
<input type="checkbox"/>	09/18/2022		Send Renewal Bill Final Notice	ekellyagt	
<input checked="" type="checkbox"/>	09/18/2022		Send Renewal Bill Final Notice	ekellyagt	
<input type="checkbox"/>	09/18/2022		Send Renewal Bill Final Notice	hharrisoagt	
<input type="checkbox"/>	09/18/2022		Send Renewal Bill Final Notice	hharrisoagt	

Renewal Offered

**Item will show on the **Flagged Items** Tab**  
**Flagged For** column will indicate who the item is assigned to.

Inbox **Flagged Items** [Items received within past 10 days.](#)

Checked Items: Remove UnFlag

Receipt Date

	Receipt Date	PolicyNumber/Id	Notes
<input type="checkbox"/>	09/14/2022		
<input checked="" type="checkbox"/>	09/14/2022		

**Click to unflag and move the checked item back to the Inbox.**  
**System message confirms item is moved back.**

## Login Screen

Assurantfloodport.com

Click on **Customer Login** button

ASSURANT® FloodPort Your Port in the Storm Wednesday, February 01, 2023

# Assurant Flood Insurance Services

Customer Login

Agent / Adjuster / Company Login

Message Center

[How to Log into the System for the First Time \(12/15/2022\)](#)  
[I Received a Proof of Loss Reminder Letter \(11/22/2022\)](#)

Assurant Flood Insurance Program. All rights reserved. Production - ARProd099

## Customer Login Screen

On this screen the insured has two options

### User Login

#### User Login:

- The insured can create a login using their email address listed on policy
- Their policies must list that email address to access in this way
- All policies with the same email listed on them will show under that login

### Policy Login

#### Policy Login:

- If no email is listed on the policy, the insured can use this guest login
- Policy number/last name/zip code given must match policy exactly
- Mortgagee can use this access to review policies as well

## User Login

**Before an insured can create a User Login, their email address must be added to an application or active policy.**

### Application:

**Enter the insured email into the application**

**Once the application is submitted the insured receives an email with instructions on setting up a login account**

**If no email is added the insured does not have access**

Customer	
Type:	<input checked="" type="radio"/> Individual <input type="radio"/> Business
*Name:	SANDI [ ] TRAINER (*First/MI/*Last)
<b>Note: Insured signature is not required to issue an application.</b>	
? *Is Insured a Tenant?	<input type="radio"/> Yes <input checked="" type="radio"/> No (A tenant occupies the property but is not the owner of that property.)
? *Is Named Insured a Small Business?	<input type="radio"/> Yes <input checked="" type="radio"/> No
? *Is Named Insured a Non-Profit?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Primary Phone:	(555) 555 - 5555
Secondary Phone:	(222) 222 - 2222
Additional Insured:	JOE TRAINER
*Email Bypass?	<input type="radio"/> Yes <input checked="" type="radio"/> No <b>Note: If the insured does NOT have an email, please answer 'Yes' to Email Bypass</b>
*Insured Email Address:	sandi.trainer@test.com
*Re-enter Insured Email Address:	sandi.trainer@test.com Must be entered exactly the same
Additional Insured Email Address:	
Re-enter Additional Insured Email Address:	Must be entered exactly the same

Policy	
Coverage Options	
Customer	
*Type of Change:	[ ]
Type:	<input checked="" type="radio"/> Individual <input type="radio"/> Business
*Name:	SANDI [ ] TRAINER (*First/MI/*Last)
? *Is Insured a Tenant?	<input type="radio"/> Yes <input checked="" type="radio"/> No (A tenant occupies the property but is not the owner of that property.)
Primary Phone:	(555) 555 - 5555
Secondary Phone:	( ) ( ) - ( )
Additional Insured:	
*Email Bypass?	<input type="radio"/> Yes <input checked="" type="radio"/> No <b>Note: If the insured does NOT have an email, please answer 'Yes' to Email Bypass</b>
*Insured Email Address:	sandi.trainer@test.com
*Re-enter Insured Email Address:	sandi.trainer@test.com Must be entered exactly the same
Additional Insured Email Address:	
Re-enter Additional Insured Email Address:	Must be entered exactly the same

### Active Policy:

**If the current policy does not have an email listed you can endorse it to add the email address**

**Once the endorsement is processed the insured receives an email with instructions on setting up a login account**

**If there is no email on the policy the insured does not have access**

**Creating Login:**

Click on **Need to Register**

Enter email in popup

Email:

- Will be the Username
- Must match what is on the application/policy
- Can only be used to create one account

Click **Register**

**User Login**

Enter Username

Enter Password

Login

[Need Help Signing In?](#)

[Need to Register?](#) [Forgot/Reset Password?](#)

**Register for Insured Access**

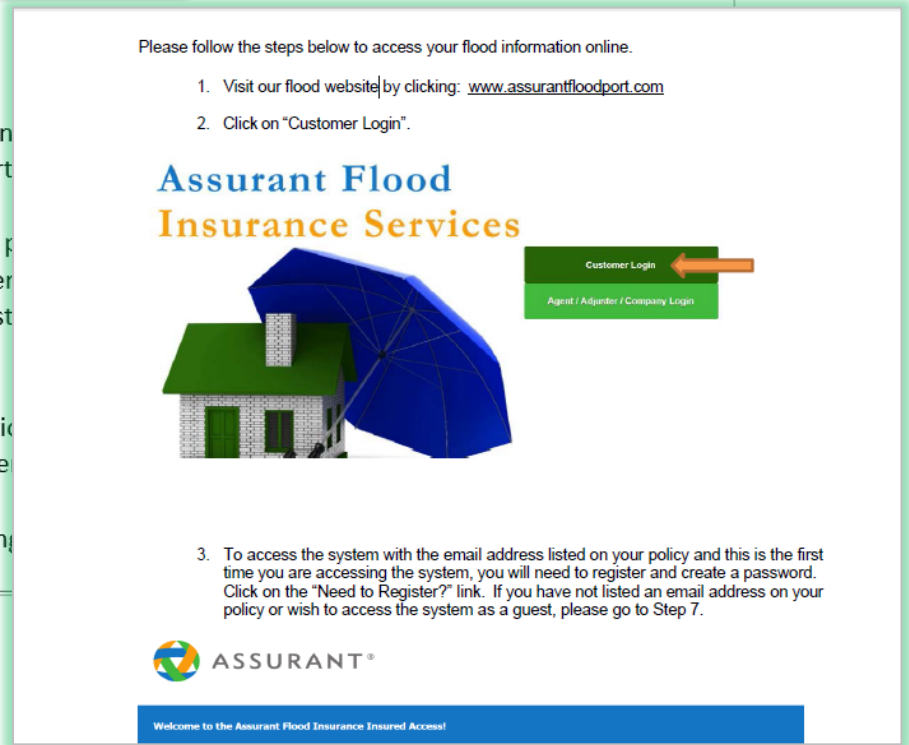
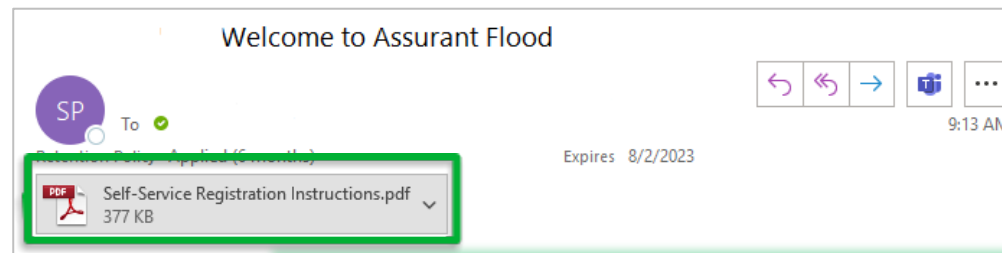
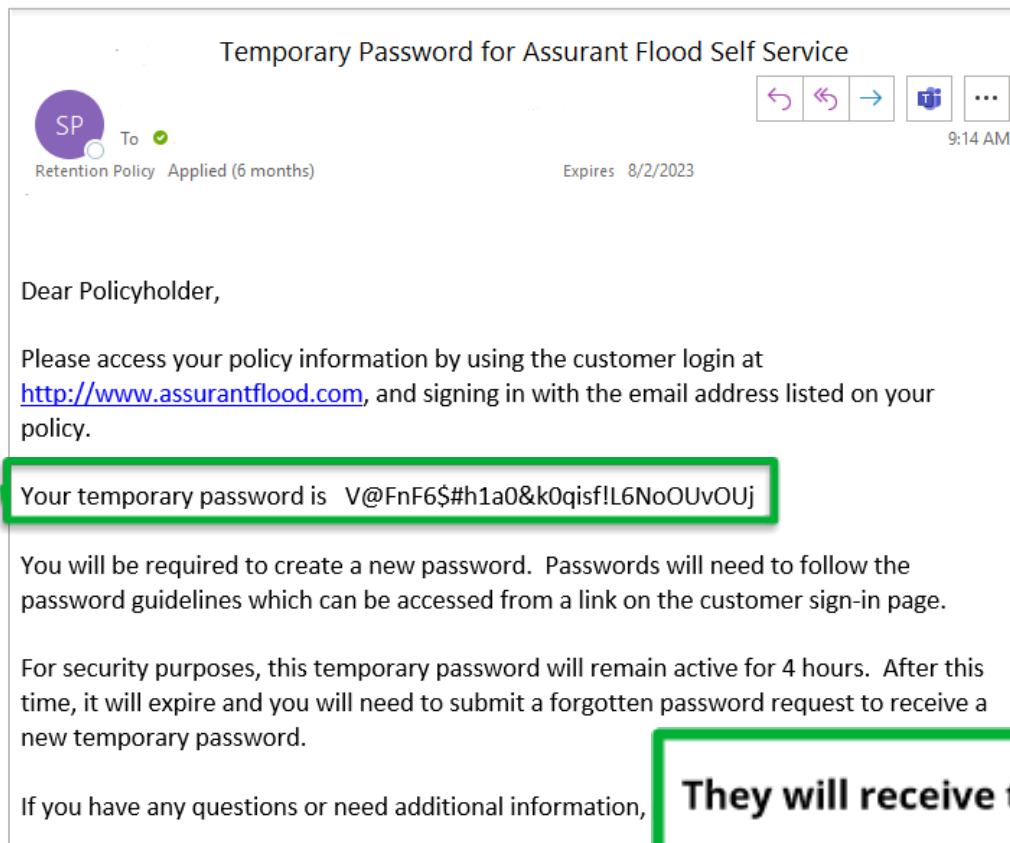
sandi.trainer@test.com

Register

[close](#)

### System Message

**An e-mail with a temporary password is being sent. Please check your mail.**



**They will receive two emails:**

- Temporary password
- Login creation instructions

User Login

The screenshot shows a web form titled "User Login" with a blue header and footer. The main content area has a light gray background. It contains two input fields: the first contains the email "sandi.trainer@test.com" and the second contains a masked password ".....". Below the fields is a green "Login" button. Underneath the button is a blue link "Need Help Signing In?". At the bottom of the form are two more blue links: "Need to Register?" and "Forgot/Reset Password?". A separate blue box at the top left of the slide also contains the text "User Login".

**Creating Login:**

**Enter email for username**

**Enter temporary password from the email**

**Click **Login****

Dear Policyholder,

Please access your policy information by using the customer login at <http://www.assurantflood.com>, and signing in with the email address listed on your policy.

Your temporary password is V@FnF6\$#h1a0&k0qisf!L6NoOUvOUj



**Your current password has expired. Please enter the new password in the boxes provided. See Password Guidelines link for password requirements.**

New to Assurant's Online Customer Service? If so, contact your agent for login credentials!

**Creating Login:**  
Enter email for username  
Enter temporary password from the email  
Create new password using listed requirements  
Click **Login**

**User Login**

Enter Username

Enter Password

**Password Requirements**

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your user name
- Your password cannot be any of our last 4 passwords

New Password

Confirm New Password

**Login**

[Need Help Signing In?](#)

[Need to Register?](#) [Forgot/Reset Password?](#)

If new password doesn't meet requirements you will be prompted to reenter once  
After two attempts you will be taken back to the login screen and will need to use the forgot password link to obtain a new temporary password



Welcome to Assurant Flood Insurance!

Flood Policies

[7800541901 - 11222 QUAIL ROOST DR MIAMI, FL 33157](#)

03/05/2023 - 03/05/2024-

[Quick View](#) [Report Claim](#)

Flood Quotes

[300910414 - 11222 QUAIL ROOST DR MIAMI, FL 33157](#)

[Quick View](#) [Premium Required - Pay Now](#)

Assurant Flood Insurance Program. All rights reserved.

All active policies and pending applications signed by agent - paid or unpaid - that have the user email attached will be Listed on this page

Insured can:

Report a loss

Obtain

- Current declarations page
- Policy jacket
- Summary of Coverage Brochure

View

- Claim details
- Payment history
- Policy documents

Pay pending

- Renewal
- Application
- Endorsement

Activities Requiring Payment

Quote-1 Premium Due: \$2,382.00

[Pay Now](#)

If the insured's email is not listed on their policies, a single policy can be accessed in view only mode using Policy Login

\* Mortgagee or Lender can also use this option to review policy details for compliance

Enter exactly as listed on policy

- Policy number
- Insured last name
- Insured property zip code

click **Login**

**Policy Login**

8702222222

Test

85258

Login

[Need Help Signing In?](#)



ASSURANT®

Welcome to Assurant Flood Insurance!

Flood Policies

7800541901 - 11222 QUAIL ROOST DR MIAMI, FL 33157

03/05/2023 - 03/05/2024- Current

[Quick View](#) [Report Claim](#)

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**Guest can:**

**Report a loss**

**Obtain**

- **Current declarations page**
- **Policy jacket**
- **Summary of Coverage Brochure**