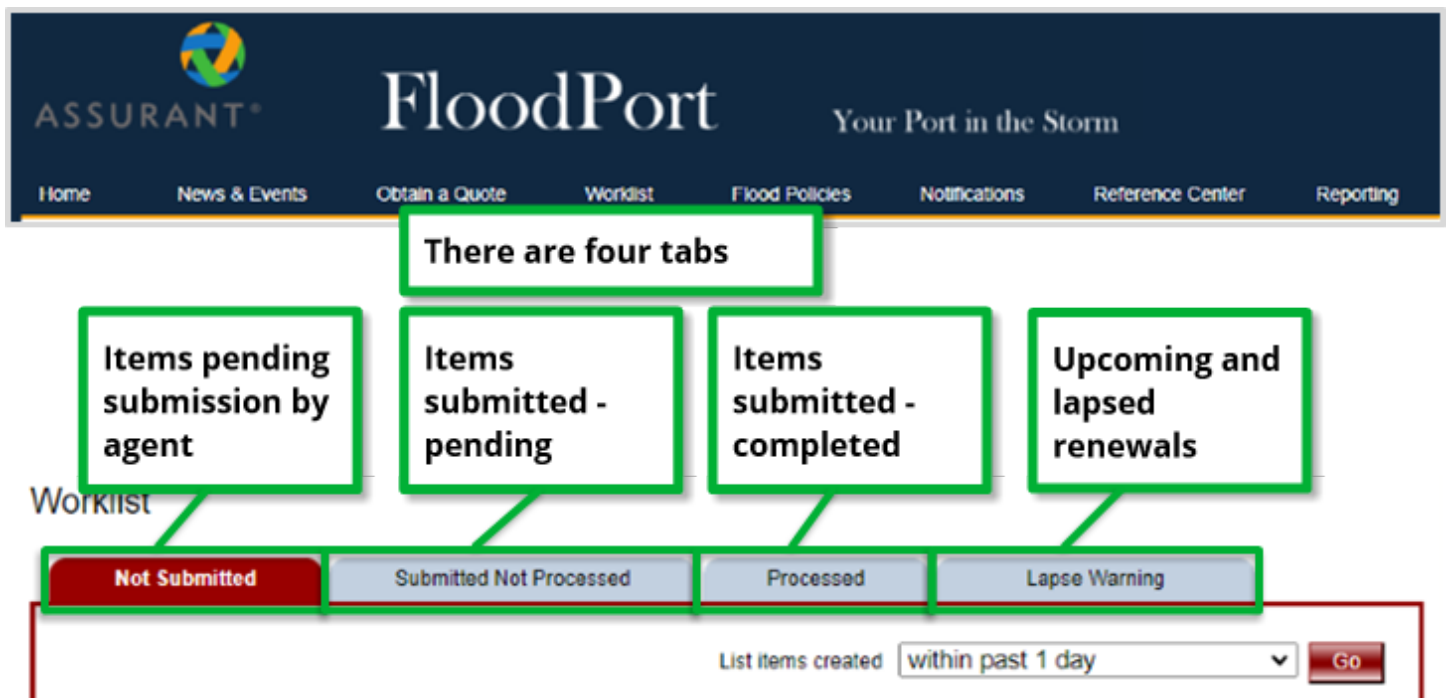


Worklist is how you manage quotes, applications, endorsements and renewals



The screenshot shows the FloodPort website interface. The top navigation bar includes links for Home, News & Events, Obtain a Quote, Worklist, Flood Policies, Notifications, Reference Center, and Reporting. The Worklist link is highlighted with a green box. Below the navigation bar, there are four main sections: Obtain a Quote, Worklist, Report Claims, and Policies & Applications. The Worklist section is highlighted with a green box and contains the text: "Follow through on quotes and applications, view pre-expiration policies, and check on the status of applications being processed." A callout box points to the Worklist link in the top menu and the Worklist section, stating: "You can access it from the top menu or by the Home page". Another callout box points to the Worklist section, stating: "Use Worklist to track your unsubmitted work, review pending items, see completed items and check renewals in a specific time frame".

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



The screenshot shows the FloodPort Worklist page. The top navigation bar is the same as in the previous screenshot. The Worklist link is highlighted with a green box. Below the navigation bar, there are four tabs: Not Submitted, Submitted Not Processed, Processed, and Lapse Warning. The Not Submitted tab is highlighted with a red box. A callout box points to the Worklist link in the top menu, stating: "There are four tabs". Another callout box points to the Not Submitted tab, stating: "Items pending submission by agent". A third callout box points to the Submitted Not Processed tab, stating: "Items submitted - pending". A fourth callout box points to the Processed tab, stating: "Items submitted - completed". A fifth callout box points to the Lapse Warning tab, stating: "Upcoming and lapsed renewals". Below the tabs, there is a search bar with the text "List items created" and a dropdown menu set to "within past 1 day". A Go button is next to the search bar.

ASSURANT Home Reporting

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

Go

| | | |
|-----------------------|----|---|
| Quoted | ms | ▼ |
| Started Applications | ms | ▼ |
| Started Endorsements | ms | ▼ |
| Started Cancellations | ms | ▼ |

FloodPort

Your Port in the Storm

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

Worklist

Not Submitted

Submitted Not Processed

Processed

Lapse Warning

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

All items from that time frame will appear on each list

Go

| Delete | Create Date | Name | Property Address | Day Phone | Night Phone | Rate | Action |
|--------|----------------------------|-----------|------------------|-----------|-------------|------------|--------|
| ✕ | 2022-11-01 | [blurred] | [blurred] | [blurred] | [blurred] | | |
| ✕ | 2022-11-01 | [blurred] | [blurred] | [blurred] | [blurred] | | |
| ✕ | 2022-11-01 | [blurred] | [blurred] | [blurred] | [blurred] | | |
| ✕ | 2022-10-21 | [blurred] | [blurred] | [blurred] | [blurred] | \$1,567.00 | ▶ |
| ✕ | 2022-10-20 | [blurred] | [blurred] | [blurred] | [blurred] | | |
| ✕ | 2022-10-04 | [blurred] | [blurred] | [blurred] | [blurred] | | |
| ✕ | 2022-10-04 | [blurred] | [blurred] | [blurred] | [blurred] | | |
| ✕ | 2022-10-04 | [blurred] | [blurred] | [blurred] | [blurred] | | |

| | | |
|-----------------------|---------|---|
| Started Applications | 4 Items | ▼ |
| Started Endorsements | 0 Items | |
| Started Cancellations | 0 Items | |

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

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

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

| | |
|-------------------------|---------|
| Submitted Applications | 0 Items |
| Submitted Endorsements | 0 Items |
| Submitted Cancellations | 0 Items |

ASSURANT **FloodPort** Your Port in the Storm

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

Worklist

Choose how far back you want to search and click Go

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

List items received

All items from that time frame will appear on each list

| Submitted Applications | | | | | | |
|----------------------------|------|------------------|-----------|---------------|----------------|----------------------------------|
| Receipt Date | Name | Property Address | Day Phone | Quote Id | Premium | |
| 2022-08-13 | | | | | \$1,251.00 | |
| 2022-08-12 | | | | | | |
| 2022-08-12 | | | | | | Missing Rating Information... |
| Submitted Endorsements | | | | | | |
| | | | | | | 0 Items |
| Submitted Cancellations | | | | | | |
| | | | | | | 2 Items |
| Receipt Date | Name | Property Address | Day Phone | Policy Number | Effective Date | Reason Pending |
| | | | | | 2022-09-12 | Mainframe Interface Exception... |
| | | | | | 2022-08-11 | MULTIPLE... |

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

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 | 0 Items |
| Processed Endorsements | 1 Items |
| Processed Cancellations | 0 Items |
| Processed Renewals | 0 Items |

New Policies
 Endorsements
 Cancellations
 Renewals

Worklist

Choose how far back you want to search and click Go

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

List items processed within past 1 day

All items from that time frame will appear on each list

| | |
|-------------------------|---------|
| Processed Applications | 0 Items |
| Processed Endorsements | 1 Items |
| Processed Cancellations | 0 Items |
| Processed Renewals | 0 Items |

| Process Date | Name | Property Address | Policy Number | Activity Id | Docs |
|--------------|------------|------------------|---------------|-------------|------------|
| 2022-11-02 | 1-3275-539 | 3275-539 | 1-3275-539 | 3 | 2022-11-02 |

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

Lapse Warning Tab: This is where you go to track Renewals

Worklist

Not Submitted

Submitted Not Processed

Processed

Lapse Warning

List policies before expiration, through after expiration.

Renewals Pending without Payment

Unpaid Renewal Offers

4 Items

Renewals Pending with Payment

Paid Renewal Offers

1 Items

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**

Worklist

Not Submitted

Submitted Not Processed

Processed

Lapse Warning

List policies before expiration, through after expiration.

Renewals Pending without Payment

24 Items

Renewals Pending with Payment

3 Items

All items from that time frame will appear on each list

Workli

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.

Expired

Lapse Warning

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

| Expiration | Policy Number | Premium Due | View Renewal Invoice |
|------------|---------------|-------------|----------------------|
| 2022-11-03 | | \$774.00 | |
| 2022-11-03 | | \$774.00 | |
| 2022-11-06 | | | |
| 2022-11-06 | | \$767.00 | |

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 | |

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

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]

| 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 | Endorse | Processed | 11/01/2016 |
| 11/06/2017 | Renewal | Processed | 10/27/2017 |
| 11/08/2018 | Renewal | Processed | |
| 11/08/2019 | Renewal | Processed | |
| 11/08/2020 | Renewal | Processed | 10/27/2020 |
| 11/08/2021 | 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

Policy Number:

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 | | | |

This screen will list the reason renewal is pending
Premium cannot be calculated and renewal bill cannot issue until all errors are resolved

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

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