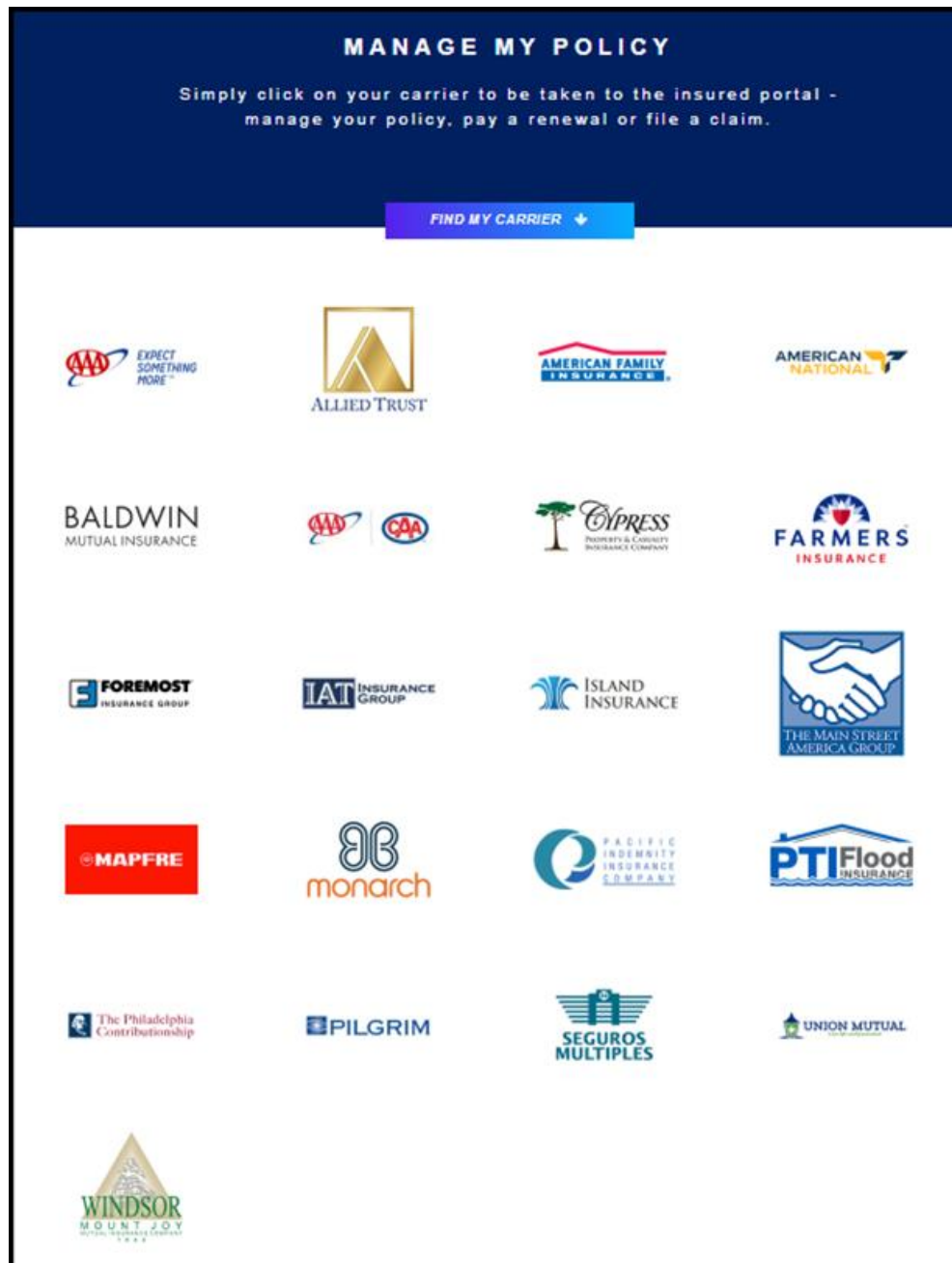




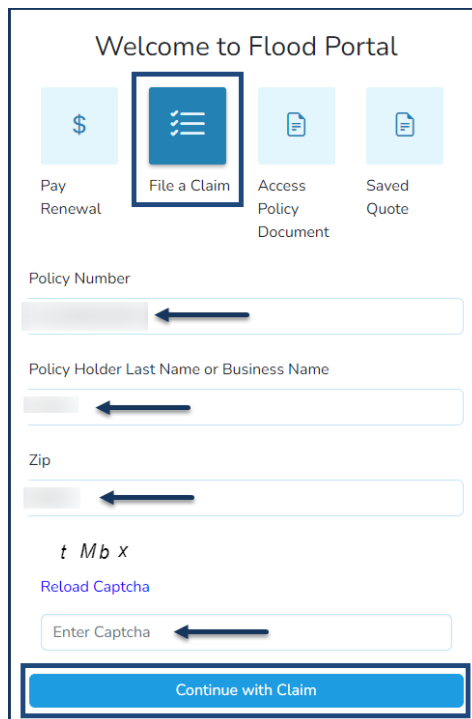
*FILING A FLOOD CLAIM*  
*INSURED PORTAL*  
*&*  
*CUSTOMER SERVICE OPTIONS*

Your first option for filing a flood claim is to access your insurance carrier by clicking here: [Insured Portal](#), and selecting your insurance carrier.



**Once you've selected your insurance carrier, follow these easy steps!**

**Step 1:** Select “File a Claim”, and input your Policy Number, Last Name or Business Name, and Zip Code. Then complete the Captcha and click “Continue with Claim”.



Welcome to Flood Portal

Pay Renewal | **File a Claim** | Access Policy Document | Saved Quote

Policy Number

Policy Holder Last Name or Business Name

Zip

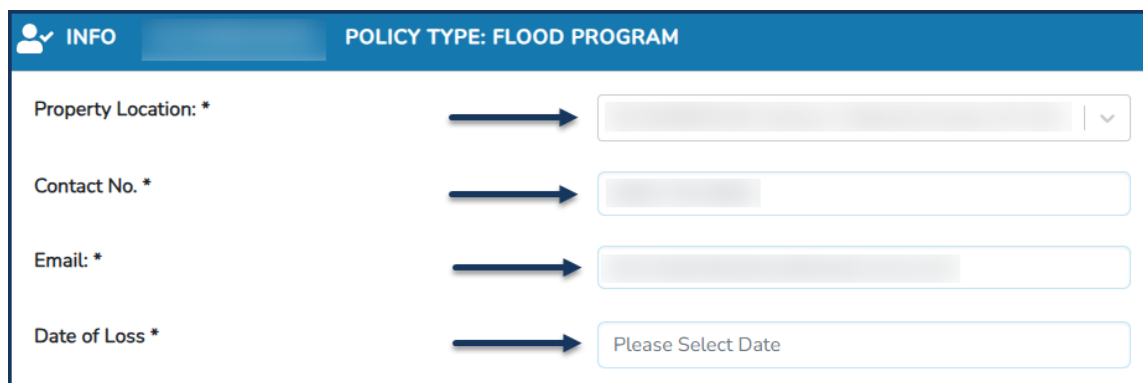
*t Mb x*

[Reload Captcha](#)

Enter Captcha

**Continue with Claim**

**Step 2:** Verify the Property Location, Contact Phone Number, and Email are correct. If not, please update them. Next, input the Date of Loss.



**INFO** POLICY TYPE: FLOOD PROGRAM

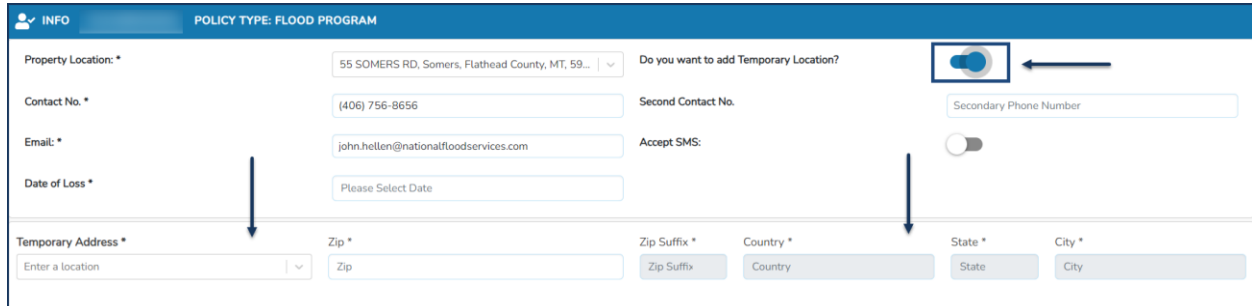
Property Location: \* →

Contact No. \* →

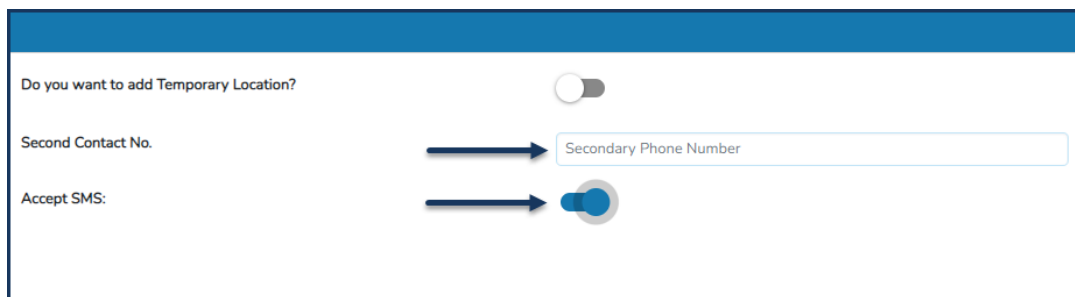
Email: \* →

Date of Loss \* → Please Select Date

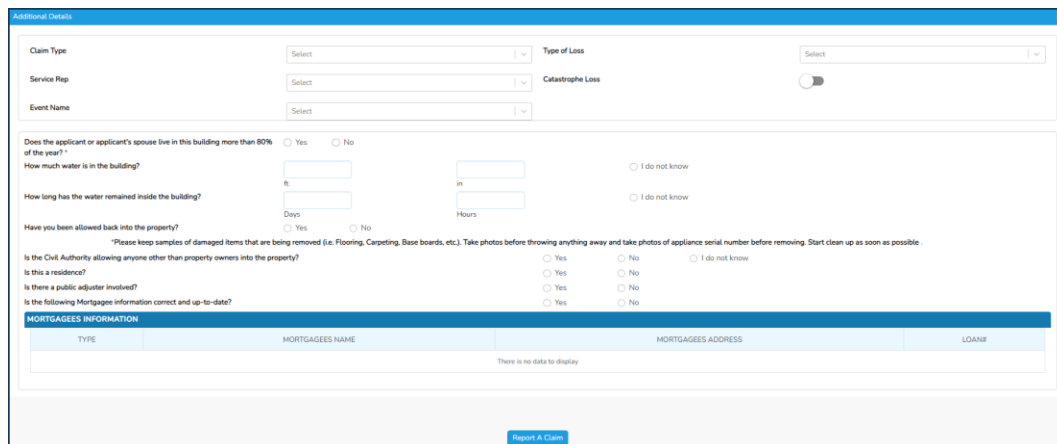
**Step 3:** If the insured is staying at a temporary location, slide this toggle to “On”, and input the address of the temporary location in the fields that open.



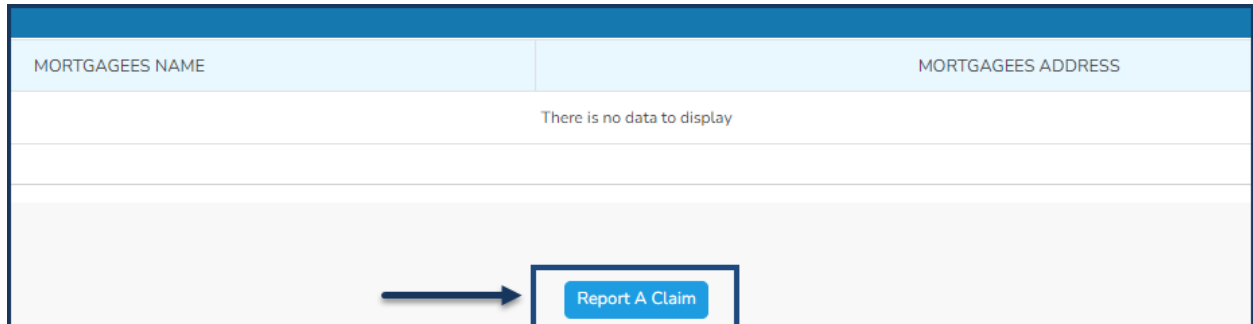
**Step 4:** If there is a secondary phone number where the insured can be reached, input it here. If the phone number/s provided can accept texts, toggle on “Accept SMS”.



**Step 5:** Additional details can be added here. They are not required to file the claim but can be helpful to the adjuster before arriving to inspect the property.



**Step 6:** Next, click “Report A Claim”

A screenshot of a web interface. At the top, there are two columns: "MORTGAGEES NAME" and "MORTGAGEES ADDRESS". Below these columns, a message says "There is no data to display". At the bottom of the interface, there is a blue button labeled "Report A Claim". A blue arrow points to this button.

**Step 7:** You will then see this notification that indicates the claim was filed successfully. Click “OK”. And that’s it! The claim is filed!



Another option for reporting your flood claim is to call 800.637.3846 and simply state "Report a Claim" through the automated phone system.

If you prefer to speak with one of our friendly representatives who is waiting to assist you 24 hours a day, 7 days a week, simply stay on the line for assistance. Either way, the choice is yours and we are here to help.

***Customer Service Claims Assistance: 800.637.3846***