

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					
\$	絙	F	F		
Pay Renewal	File a Claim	Access Policy Document	Saved Quote		
Policy Number					
Policy Holder Last Name or Business Name					
Zip					
t Mb×					
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.

	POLICY TYPE: FLOOD PROGRAM		
Property Location: *	\longrightarrow	►	
Contact No. *	\longrightarrow		
Email: *	\longrightarrow		
Date of Loss *	\longrightarrow	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.

	POLICY TYPE: FLOOD P	ROGRAM					
Property Location: *		55 SOMERS RD, Somers, Flathead County, MT, 59	Do you want to ad	d Temporary Location?	[→	
Contact No. *		(406) 756-8656	Second Contact No).		Secondary Phone N	Number
Email: *		john.hellen@nationalfloodservices.com	Accept SMS:				
Date of Loss *		Please Select Date					
Temporary Address *	ŧ	Zip *	Zip Suffix *	Country *	+	State *	City *
Enter a location	v	Zip	Zip Suffix	Country		State	City

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".

Do you want to add Temporary Location?	
Second Contact No.	Secondary Phone Number
Accept SMS:	$\longrightarrow \blacksquare$

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.

Claim Type Select Tope of Loss Select Image: Claim Type of Loss Image:	Pidditionist Details						
Cale Type Service Ray Service Ray							
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How much water is in the building? I do nut how I do nut how<	Does the applicant or applicant's spouse live in this building more than 80% of the year? "	○ Yes ○ No					
No No I do not have building? No Days No No I do not have building? "Reversion bail door do property? No No I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property? No I do not know I do not know "Reversion bail door do property No I do not know I do not know "Reversion bail door do property No I do not know I do not know "Reversion bail door do proproprov (Reversion bail do property	How much water is in the building?			0.14	io not know		
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"Ress required of damaged frame that are bring removed (is. Ricoring. Capetring. Base baseds, etc.). Take photos before throwing many and base photos seriel number before throwing many and base photos b	Have you been allowed back into the property?	Yes No					
bb dc.Addreidy alongia groups other than property somes into the property some intery some into the property some interval into the p	"Please keep samples of damaged items that are being	ng removed (i.e. Flooring, Carpeting, Base boards, etc.).	Take photos before the	owing anything away and take ph	stos of appliance serial number before removi	ing. Start clean up as soon as possible .	
It bits ansidence? No It bers spädligkapier indense? No	Is the Civil Authority allowing anyone other than property owners into the property?			○ Yes ○ No	 I do not know 		
Ik Hore public signatur modules No Vise No Be following hore public constant on g-to-state? No Nontradices information constant on g-to-state? No Nontradices information No TYPE MORTGAGEES NAME MORTGAGEES ADDRESS There is no data to digitar There is no data to digitar LOAME	Is this a residence?			Yes O No			
Is the following Montgages Information comet, and up-to-date? O is no information comet, and up-to-date? MORTGAGEES INFORMATION Information comet, and up-to-date? LOANIF TYPE MORTGAGEES NAME MORTGAGEES ADDRESS LOANIF	Is there a public adjuster involved?			🔿 Yes 👘 No			
MONTGAGEES INJOINTIAGEES NAME LOANE Trife MONTGAGEES NAME LOANE	Is the following Mortgagee information correct and up-to-date?			Yes O No			
TrYPE MORTGAGEES NAME MORTGAGEES ADDRESS LOANE	MORTGAGES INFORMATION						
There is no data to display.	TYPE	MORTGAGEES NAME			MORTGAGEES ADDRESS		LOANE
			There is no o	iata to display			
Figure A Claim							



Step 6: Next, click "Report A Claim"

MORTGAGEES NAME	MORTGAGEES ADDRESS
	There is no data to display
1	Report A Claim

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