



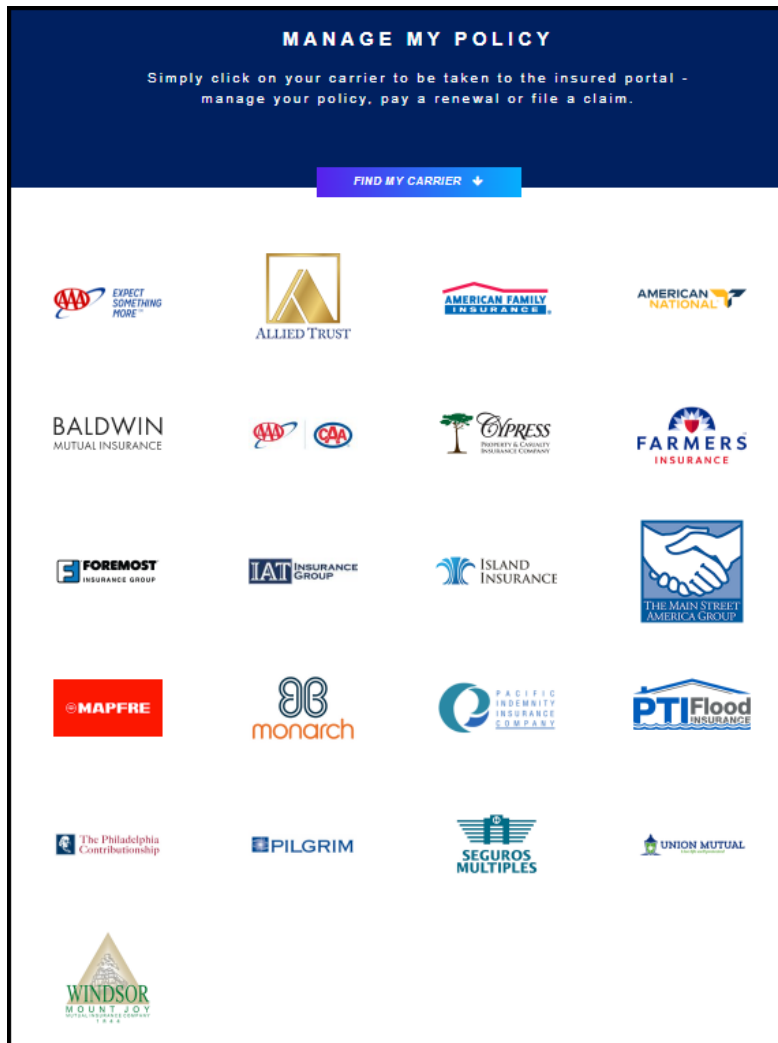
FILING A FLOOD CLAIM

Your first option for filing a flood claim is to access your *Insured Portal* at:

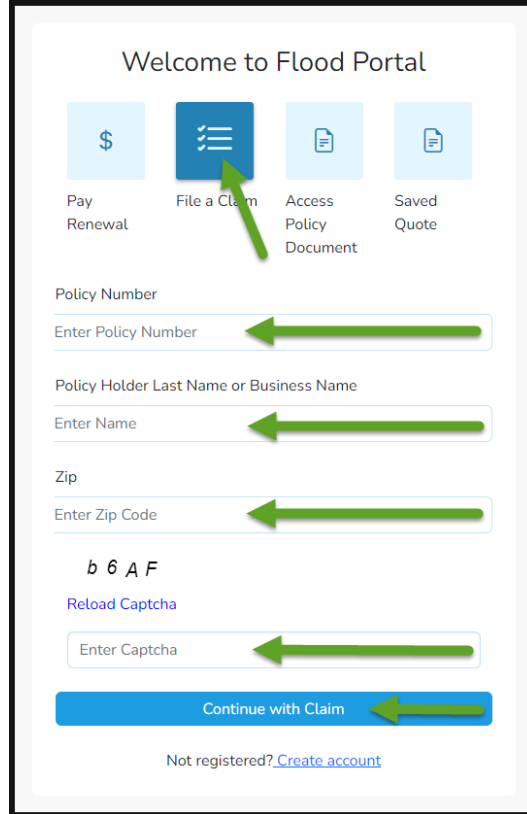
<https://thinktaurus.com/manage-my-policy.php>

Once there, follow these simple steps!

Step 1: Select your insurance carrier.



Step 2: Select “File a Claim”, input your Policy Number, Last Name, Zip Code, and complete the Captcha. Then click “Continue with Claim”.



Welcome to Flood Portal

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

Policy Number
Enter Policy Number

Policy Holder Last Name or Business Name
Enter Name

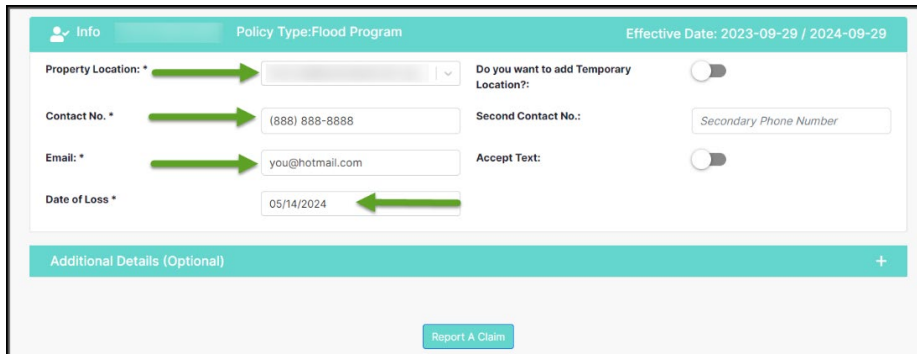
Zip
Enter Zip Code

b 6 A F
Reload Captcha
Enter Captcha

Continue with Claim

Not registered? [Create account](#)

Step 3: Verify the Property Location, Contact Number, and Email are correct. If not, update them. Input the Date of Loss.



Info | Policy Type: Flood Program | Effective Date: 2023-09-29 / 2024-09-29

Property Location: * | Do you want to add Temporary Location?:

Contact No. * | (888) 888-8888 | Second Contact No.: Secondary Phone Number

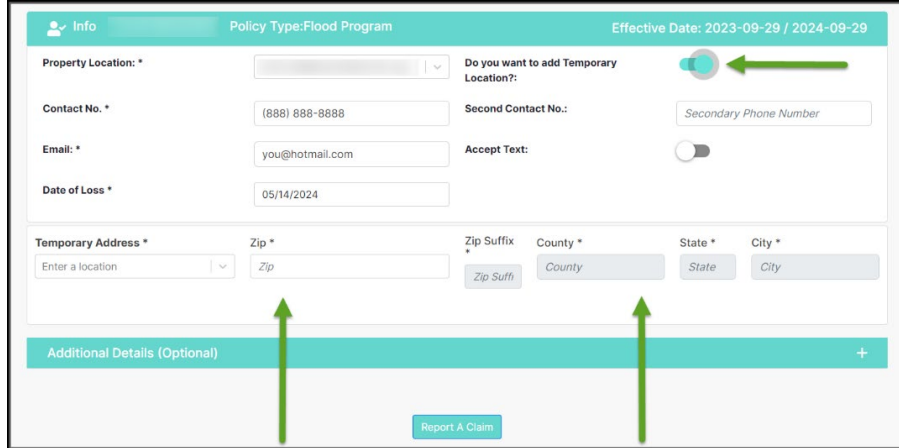
Email: * | you@hotmail.com | Accept Text:

Date of Loss * | 05/14/2024

Additional Details (Optional) +

Report A Claim

Step 4: If you are staying in a temporary location, slide this toggle to “On”, and input the address of the temporary location in the fields that open.



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Property Location: * Do you want to add Temporary Location?:

Contact No. * (888) 888-8888 Second Contact No.: Secondary Phone Number

Email: * you@hotmail.com Accept Text:

Date of Loss * 05/14/2024

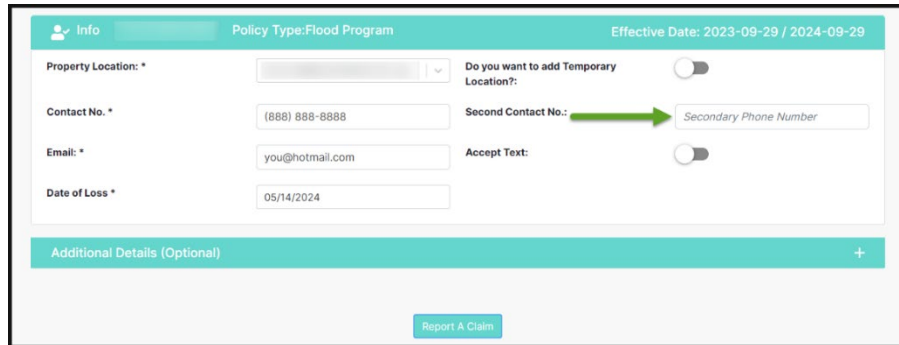
Temporary Address * Zip * Zip Suffix * County * State * City *

Enter a location Zip Zip Suffix County State City

Additional Details (Optional) +

Report A Claim

Step 5: If there is a secondary phone number where you can be reached, input it here.



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Property Location: * Do you want to add Temporary Location?:

Contact No. * (888) 888-8888 Second Contact No.: Secondary Phone Number

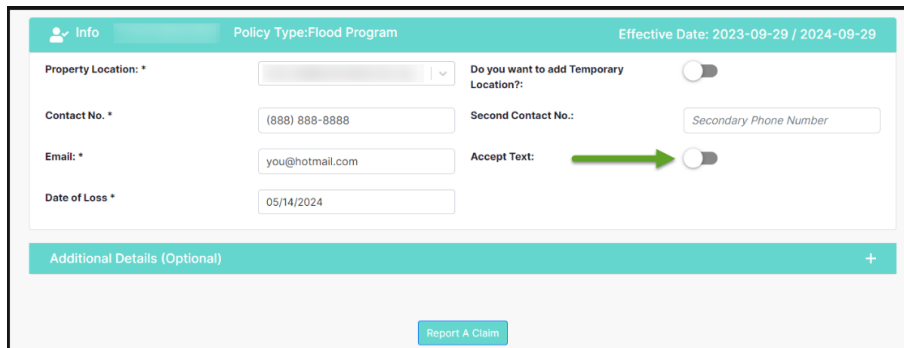
Email: * you@hotmail.com Accept Text:

Date of Loss * 05/14/2024

Additional Details (Optional) +

Report A Claim

Step 6: If the phone number/s provided can accept text, toggle “Accept Text” to “On”.



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Property Location: * Do you want to add Temporary Location?:

Contact No. * (888) 888-8888 Second Contact No.: Secondary Phone Number

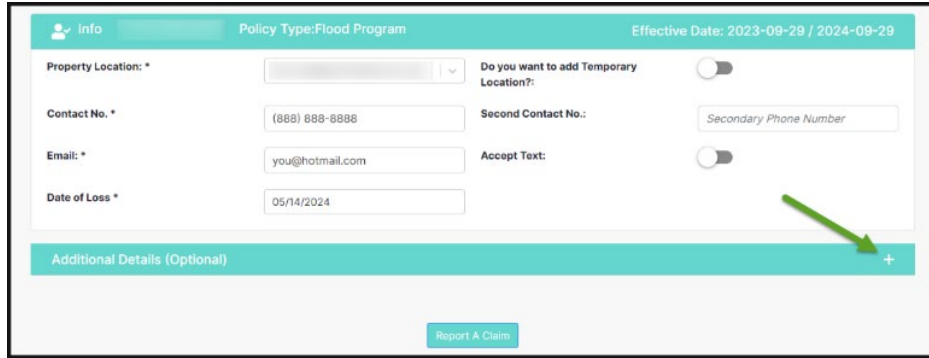
Email: * you@hotmail.com Accept Text:

Date of Loss * 05/14/2024

Additional Details (Optional) +

Report A Claim

Step 7: Clicking the “+” here expands the page so that additional details can be added. They are not required to file your claim; but can be helpful to the adjuster before arriving to inspect your property.



Info Policy Type:Flood Program Effective Date: 2023-09-29 / 2024-09-29

Property Location: * [Dropdown] Do you want to add Temporary Location?:

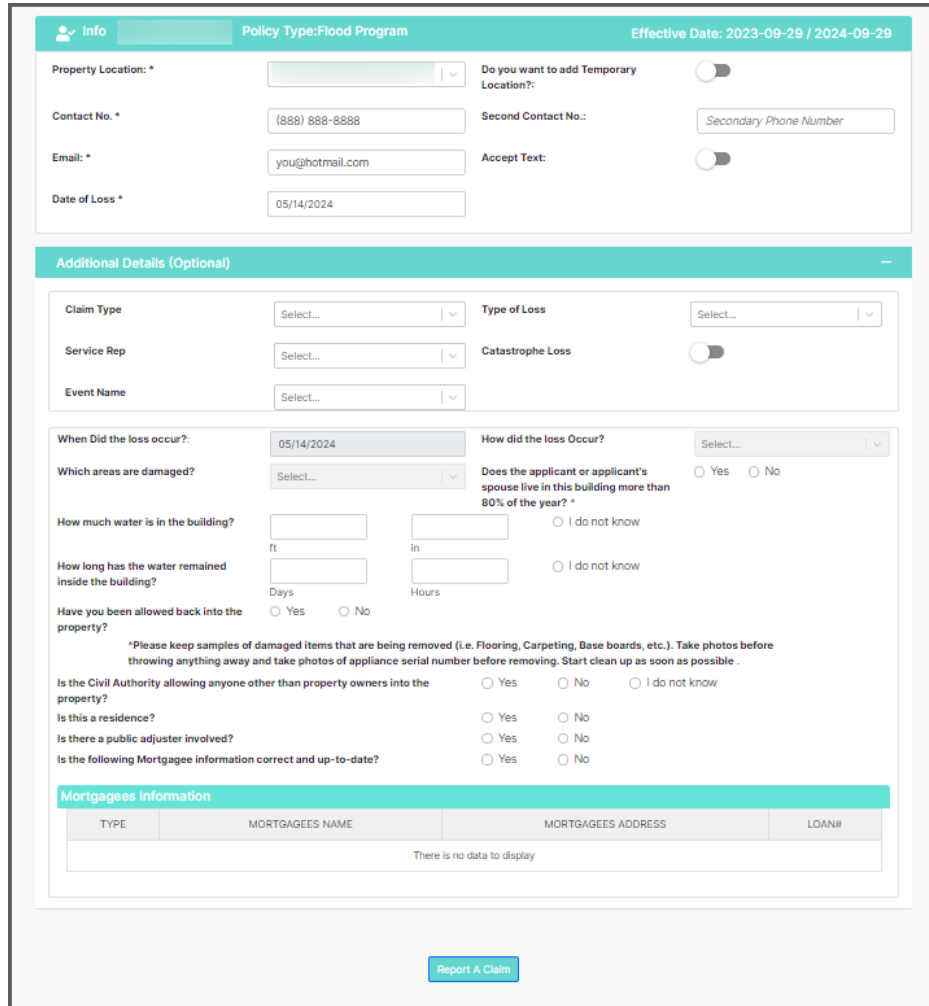
Contact No. * (888) 888-8888 Second Contact No.: [Secondary Phone Number]

Email: * you@hotmail.com Accept Text:

Date of Loss * 05/14/2024

Additional Details (Optional) +

Report A Claim



Info Policy Type:Flood Program Effective Date: 2023-09-29 / 2024-09-29

Property Location: * [Dropdown] Do you want to add Temporary Location?:

Contact No. * (888) 888-8888 Second Contact No.: [Secondary Phone Number]

Email: * you@hotmail.com Accept Text:

Date of Loss * 05/14/2024

Additional Details (Optional) -

Claim Type [Select...] Type of Loss [Select...]

Service Rep [Select...] Catastrophe Loss

Event Name [Select...]

When Did the loss occur?: 05/14/2024 How did the loss Occur? [Select...]

Which areas are damaged? [Select...] Does the applicant or applicant's spouse live in this building more than 80% of the year? * Yes No

How much water is in the building? ft in I do not know

How long has the water remained inside the building? Days Hours I do not know

Have you been allowed back into the property? Yes No

*Please keep samples of damaged items that are being removed (i.e. Flooring, Carpeting, Base boards, etc.). Take photos before throwing anything away and take photos of appliance serial number before removing. Start clean up as soon as possible .

Is the Civil Authority allowing anyone other than property owners into the property? Yes No I do not know

Is this a residence? Yes No

Is there a public adjuster involved? Yes No

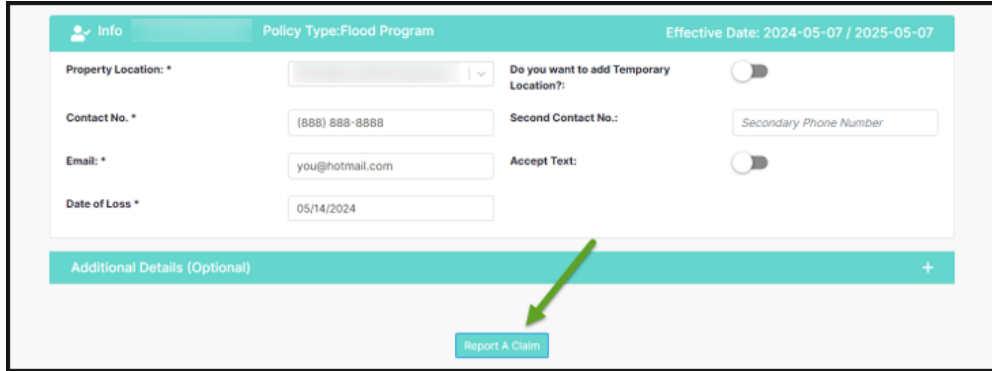
Is the following Mortgagee information correct and up-to-date? Yes No

Mortgagees Information

TYPE	MORTGAGEES NAME	MORTGAGEES ADDRESS	LOAN#
There is no data to display			

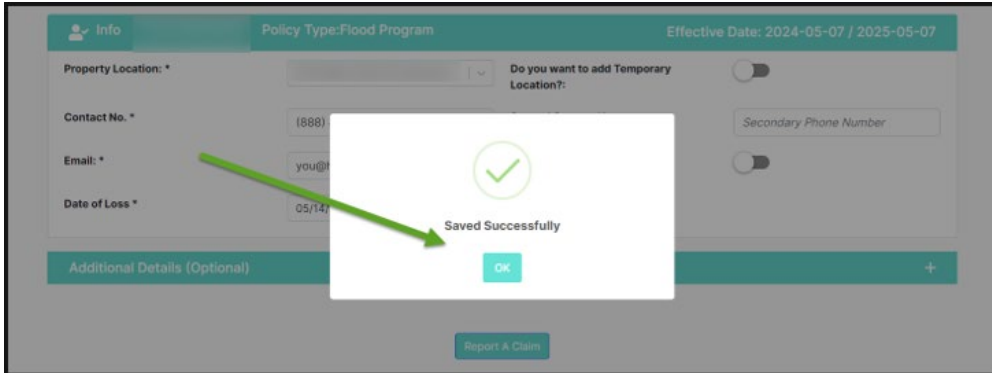
Report A Claim

Step 8: Click “Report A Claim”.



The screenshot shows a web form titled "Report A Claim" for a "Flood Program" policy. The form includes fields for "Property Location", "Contact No." (with "(888) 888-8888" entered), "Email" (with "you@hotmail.com" entered), and "Date of Loss" (with "05/14/2024" entered). There are also toggle switches for "Do you want to add Temporary Location?" and "Accept Text:". A green arrow points to the "Report A Claim" button at the bottom of the form.

Step 9: You will then see this notification that indicates the claim was filed successfully. Click “OK”. And that’s it! Your claim is filed!



The screenshot shows the same "Report A Claim" form as in Step 8, but with a white notification box overlaid in the center. The notification box contains a green checkmark icon, the text "Saved Successfully", and an "OK" button. A green arrow points to the "OK" button.

The second option for reporting your flood claim is to call us.
Our friendly representatives are waiting to assist you!

Customer Service Claims Assistance: 800.759.8656