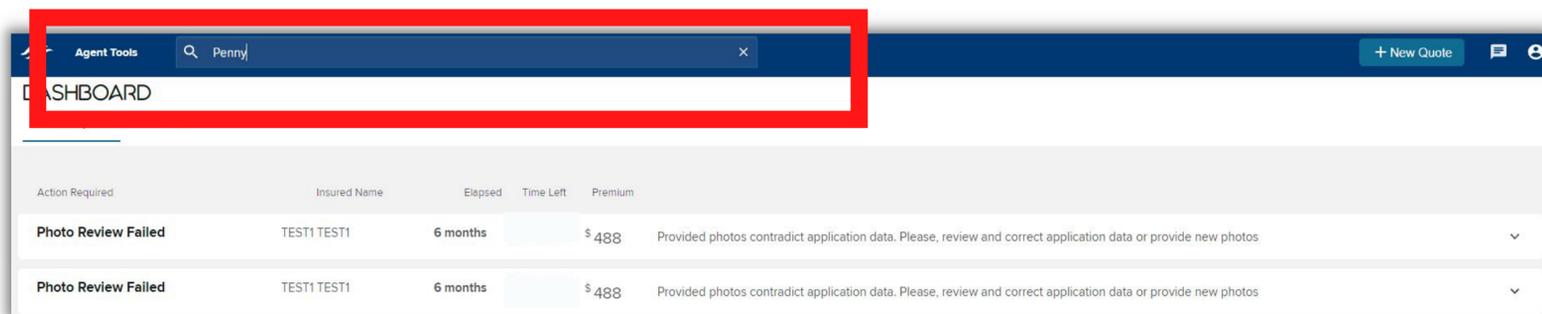
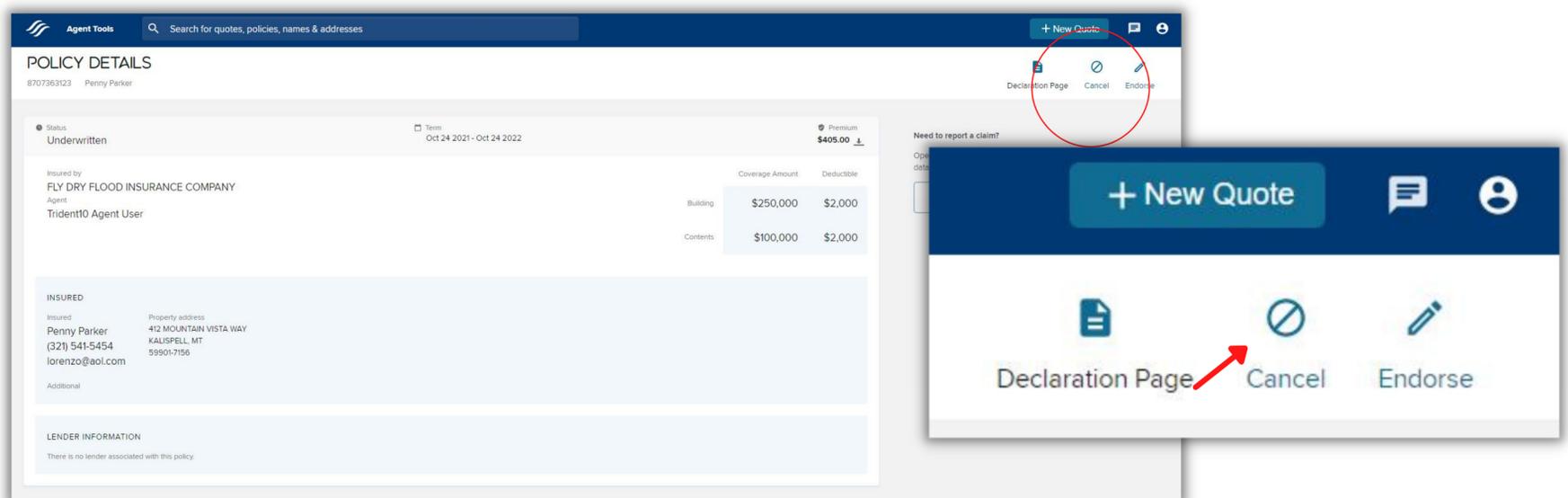


Completing a Cancellation

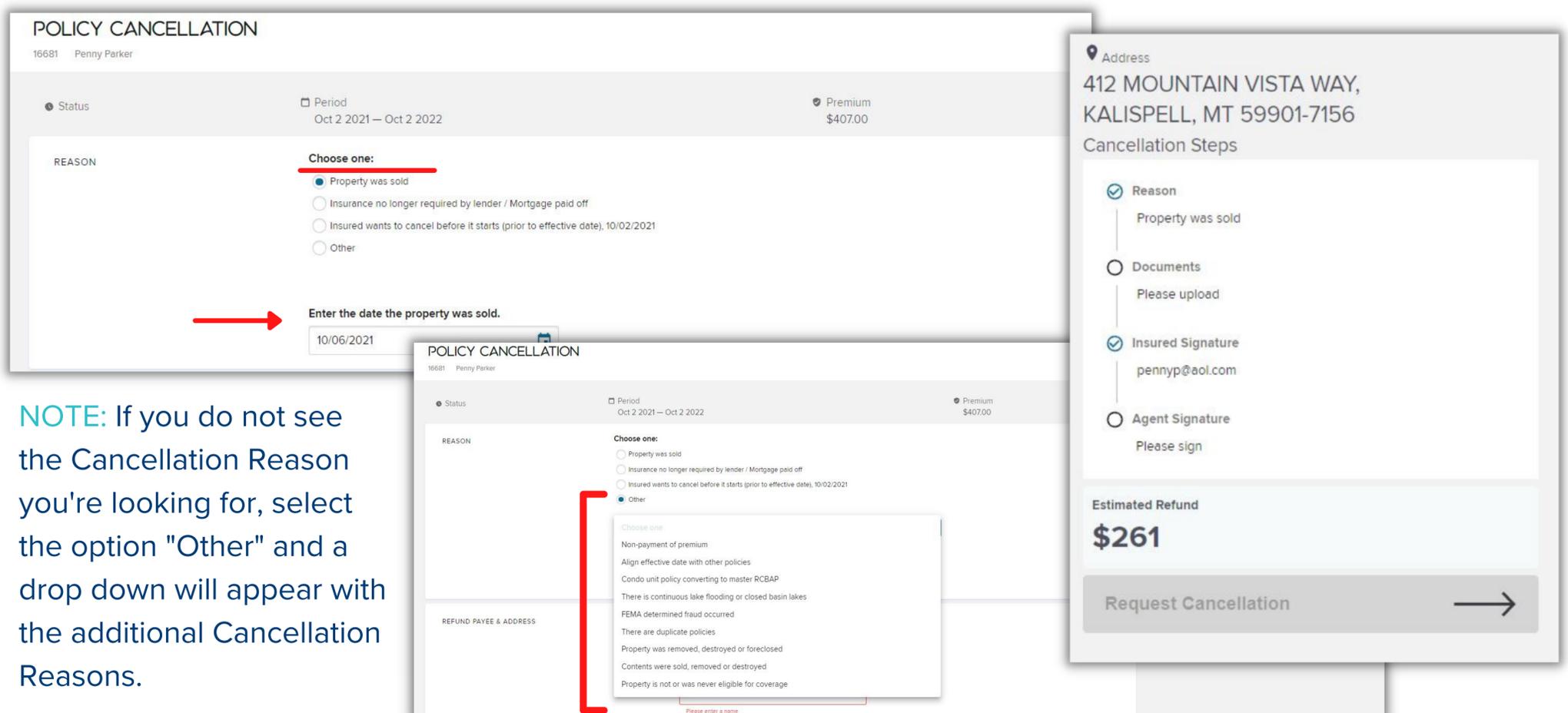
1. Search for the policy by the insured's name or property address.



2. Once you are in the Policy Details screen, click "Cancel" in the upper right-hand corner.

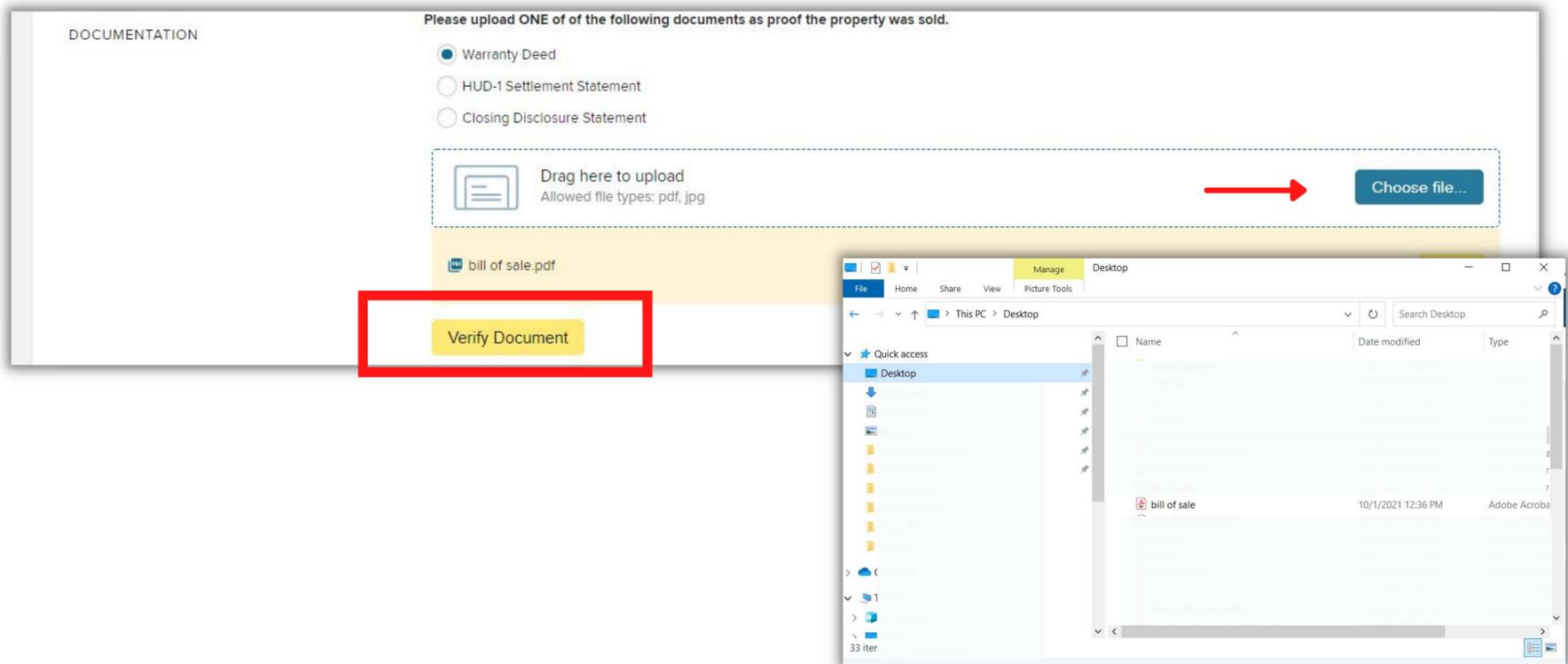


3. Once in the Policy Cancellation section, select the Cancellation Reason and the Date of Cancellation.



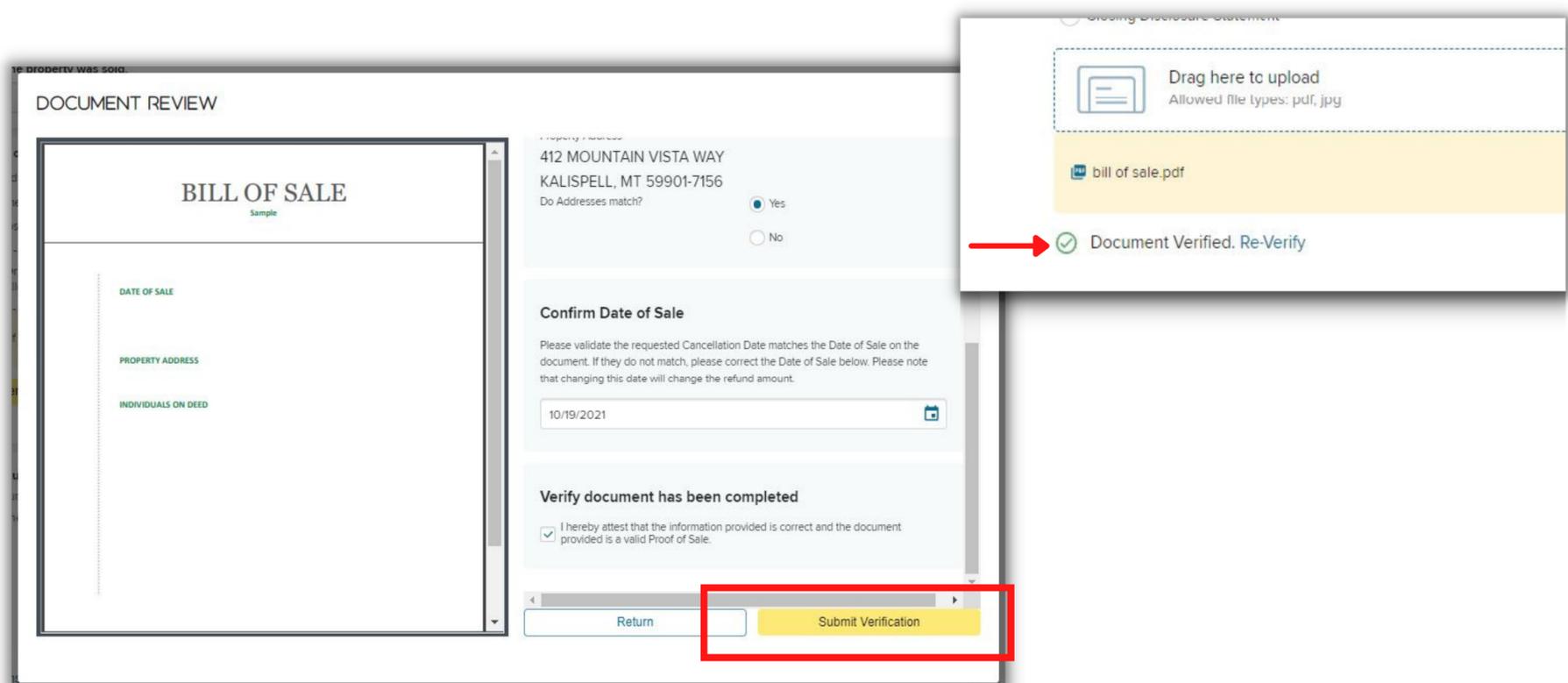
NOTE: If you do not see the Cancellation Reason you're looking for, select the option "Other" and a drop down will appear with the additional Cancellation Reasons.

4. Next, upload the required documents for the specific cancellation reason and select "Verify Document".



5. Verify the Document: The document will display beside the verification questions. NFS will not underwrite this cancellation if you can verify this information. If you cannot, NFS will underwrite this cancellation.

Once the questions are completed, select "Submit Verification". A green check mark will appear to confirm document verification.



6. Next, the insured's signature will be required. Select to either email the insured to receive their signature OR to confirm and certify on-site.

INSURED SIGNATURE

Option to Send Email Request

Choose a signature method

Send E-Signature Request On-Site

Please confirm the email address. This request will be sent upon cancel request submission.

First Name: Penny

Last Name: Parker

Email Address: lorenzo@aol.com

+ Additional Insured

INSURED SIGNATURE

Option to Certify On-Site

Choose a signature method

By clicking the "I Certify" button, I, Penny Parker certify that the above statements are correct to the best of my knowledge, and I understand that any false statements may be punishable by fine or imprisonment under applicable federal law.

On-Site Verification for Penny Parker accepted

First Name: Penny

Last Name: Parker

I Certify

+ Additional Insured

7. Confirm the Refund Payee and the address the refund check is being mailed to.

REFUND PAYEE & ADDRESS

Please confirm Payee & Mailing Address

Check Payable to: Insured - Penny Parker

Mail Check to: New Address

Name: Penny Parker

Mailing Address: 543 Conrad Dr

Foreign Address?

City: Kalispell

State: Montana

Postal Code: 59901

8. Click the "I Certify" button for your agent signature and to confirm the information you provided is correct.

AGENT SIGNATURE

I Certify

Flood Insurance Policy Cancellation Request

By clicking the "I Certify" button, I certify that the above statements are correct to the best of my knowledge, and I understand that any false statements may be punishable by fine or imprisonment under applicable federal law. By clicking the "I Certify" button I also certify that the matters being certified to discussed with the applicable insured(s).

Flood Insurance Policy Cancellation Request

Agent Certification Provided

Certification has been accepted.

9. Finally, click the "Request Cancellation" button to process the cancellation.

The image shows two overlapping screenshots from a web application. The background screenshot is the 'POLICY CANCELLATION' form. It includes a search bar at the top, a status section with 'Status' and 'Period' (Oct 2 2021 - Oct 2 2022), and a 'REASON' section with radio buttons for 'Property was sold', 'Insurance no longer required by lender / Mortgage paid off', 'Insured wants to cancel before it starts (prior to effective date), 10/02/2021', and 'Other'. Below this is a date input field for 'Enter the date the property was sold.' with the value '10/06/2021'. The 'DOCUMENTATION' section asks to upload one of the following documents: 'Warranty Deed', 'HUD-1 Settlement Statement', or 'Closing Disclosure Statement'. A red box highlights a yellow 'Request Cancellation' button with a right-pointing arrow.

The foreground screenshot is a summary panel for the cancellation. It shows the address: '412 MOUNTAIN VISTA WAY, KALISPELL, MT 59901-7156'. Under 'Cancellation Steps', there are four items, each with a checkmark: 'Reason' (Property was sold), 'Documents' (Uploaded), 'Insured Signature' (Penny Parker), and 'Agent Signature' (Signed). Below this, it shows 'Estimated Refund \$261'.

10. After the cancellation has been requested, the Policy Details page will appear where you can confirm the status of the policy on the left-hand side of the policy details.

NOTE: you may need to refresh the page to see the updated status.

The image shows a screenshot of the 'POLICY DETAILS' page. At the top, there is a search bar and a '+ New Quote' button. The page title is 'POLICY DETAILS' with the policy number '8707362333' and agent name 'Penny Parker'. On the right, there are buttons for 'Declaration Page', 'Cancel', and 'Endorse'. The main content area shows the policy status as 'Cancelled', with a red arrow pointing to it. Below this, it lists the insurer 'FLY DRY FLOOD INSURANCE COMPANY' and the agent 'Trident10 Agent User'. A table shows coverage amounts and deductibles for 'Building' and 'Contents'. The 'INSURED' section lists 'Penny Parker' with contact information and the property address '412 MOUNTAIN VISTA WAY, KALISPELL, MT 59901-7156'. The 'LENDER INFORMATION' section states 'There is no lender associated with this policy.' On the right side, there is a section titled 'Need to report a claim?' with a button 'Open in FloodPro'.