

Who to Contact List

Try our 'Live Chat' feature on the web!

Customer Service Representatives

- Provides rating, quoting, and application assistance
- Review and status on endorsements & cancellations
- Credit Card payments for policies

Email: CSR@floodpro.net

Phone: 800.637.3846*

Fax: 866.528.3205

Submit-For-Rate

- Policy rating for new quotes
- Receives underwriting documentation and provides policy assistance
- Re-rates Submit-For-Rate renewal policies annually

Email: SubmitFax@floodpro.net

Phone: 888.389.8659 *

Fax: 866.528.3254

Agency Services

- Assists with website access including adding and deleting users, and username/password assistance
- Set up for new agents, sends welcome information, and provide sample supplies
- Provides assistance with Agent Transfers
- ACH (Automated Clearing House) for payment and commissions

Email: Agency.Services@floodpro.net

Phone: 866.796.7582 *

Fax: 866.528.3208

Claims

- Claim reporting
- Assigns adjusters
- Distributes claims payments

Email: Claims@floodpro.net

Phone: 800.759.8656

Fax: 866.528.3252

Rollover Services

- Receives and reconciles declaration pages for rollover
- Sends agency confirmation list of policies received
- Contacts agency for any information needed
- Rollover billing and correspondence
- Sends agency copy of billing
- Sends Agency Expiration letter if premium is not received

Email: NFSRollover@floodpro.net

Phone: 866.796.9340

Fax: 866.528.3207

New Business Quotes

- Process the rating and underwriting review of Submit for Rate and Non-Submit for Rate quote requests.

Email: SubmitFax@floodpro.net

Email: CSR@floodpro.net

Excess Flood

- Secure Excess Flood Insurance coverage when underlying NFIP policy limits are not adequate
- Surplus Lines programs

Email: Excess@nationalfloodservices.com

Phone: 888.281.0684

Fax: 954.255.5090

Training & Field Education

- Queries about Continuing Education, training and state required flood training (FIRA)

Email: CE@floodpro.net

Automated Status Line

- Check policy status, including Effective Dates & coverage limits
- Obtain the Flood Processing Center mailing address
- Verify amount of premium due and payment due date or date of last payment and amount paid

Phone: 888.245.7274

Status Representative

- Make credit card payments by phone
- Verify or change the payor, mortgage company, or mailing address listed on a policy

Phone: 866.667.9739

Website Technical Assistance

- Technical support for www.FloodPro.net

Email: Tech@floodpro.net

Phone: 888.857.1000