

### The Essentials

The following guidelines have been established to make the transition from your current servicing company to *Floodplus* as efficient and seamless as possible.

1. After a flood insurance agreement has been completed for your agency the rollover process can begin or one must be sent with your rollover information.
2. Please submit a copy of the current declaration page for each policy you wish to transfer to *Floodplus*.\*  
\*Please note that in cases where a declaration page does not provide required elevation information, we must have a copy of the Elevation Certificate showing the Lowest Floor Elevation (LFE) and the Base Flood Elevation (BFE).
3. Please submit rollover documents as promptly as possible. This will allow for data verification and renewal scheduling in a timely manner. This information should be received no later than 90 days prior to the requested renewal dates of the policies.

Information can be submitted for the rollover process to:

**FLOODPLUS OPERATIONS**  
2815 Colby Ave, Suite 200  
Everett, WA 98201  
or Fax: 425-317-8135

### How It Works

A policy listing for verification is sent to the Agency to be sure the policies submitted were intended to be part of the rollover process.

Information Request Listing is sent to the Agency for policies missing required information for processing.

Once completely entered onto the system, Renewal Bills issue 75 days in advance of the expiration date.

### Frequently Asked Questions

*Q: You've submitted the declaration and all other required information. The Insured or Mortgage Company paid premiums to the other carrier instead of Floodplus. The policy did not rollover, what can we do?*

**A:** Unfortunately, regardless of renewal bill sent explaining the change in carriers, on occasion the payor will send premiums to the current carrier. If this does happen, the new declaration page with the existing carrier will need to be submitted to *Floodplus* and it will be put into the system for rollover the following year.

*Q: Why must the address be complete?*

**A:** If the property location has more than one building, the exact building needs to be specifically identified or if the address is a legal description it must be complete (house number, street name, and street name suffix Rd, St, Ave, etc.), city, state, and zip code. Condo policies should show the number of units, replacement cost for all units, and

whether it's a low-rise, high-rise or individual condo unit.

*Q: On the Information Request Listing, why is the mortgagee information requested?*

**A:** Some carriers print the mortgagee name and address as a separate sheet to the declaration or on the backside of the declaration. Therefore we may not receive this information initially, it is especially important to update the mortgagee as some mortgage companies will be the "payor" on the policy.

*Q: Do you really need the date of construction if it's not printed on the declaration?*

**A:** Yes, the date is significant as the building date determines if the building will be Pre-FIRM or Post-FIRM. This is especially true for "V" zone properties which are rated with elevation information. For "V" zones the replacement cost must also be provided.

### Our Role

*Floodplus* includes a brief insert explaining the change in carriers to the insured/mortgagees with renewal bills sent. Agencies may choose to create a letter to further explain what is happening with their flood coverage to their insured/mortgagees in order to better clarify the change in carriers. Upon request, *Floodplus* will gladly send out a custom detailed letter or notice on agency letterhead on the behalf of the agent for mailing with the renewal bills.

Status reports are sent to the agency periodically to show the progress of the rollover. This report will include those policies that did not renew. Those that are non-renewed or cancelled will be deleted from the rollover project while those that have renewed with the other carrier will be set up to rollover at renewal the next year.

We look forward to servicing your flood business. If at any time you have questions or need assistance, please call (800) 597-1866, ask for the Flood Department.