



Flood Preparedness

Floods can be a stressful time, for both you and your customers. Therefore, Selective has prepared a collection of tips and tools to help prepare you for what to expect, and the best processes to follow.

Contact Information –

Our experienced flood claims team is available to assist you with any of your flood claims needs.

- Phone: (877) 348-0552
- Fax: (877) 647-1798
- Email: floodclaims@selective.com

Reporting a Claim (First Notice of Loss) –

In the event that you or your customer needs to reports a claim, we have a variety of methods for you to quickly and easily report a loss:

- Self-Service Online for Customers: www.MySelectiveFlood.com
- Self-Service Online for Agents: www.SelectiveFlood.com
- Phone: (877) 348-0552
- Fax: (877) 647-1798
- Email: floodclaims@selective.com

Note: Please include alternate phone numbers for your insured as well as a valid email addresses if available.

The Claims Process –

What should you expect after a claim has been reported?

- Once Selective receives the new loss, we will enter the claim into the Selective flood system and will verify the coverage.
- A coverage verification sheet and loss notice are then forwarded to the adjusting company, who will contact the insured to arrange an inspection within 48 hours of receiving the claim from us. Note: We use only National Flood Insurance Program (NFIP) certified adjusters.
- Our Selective claims representative will also make contact with the insured to advise them of who their adjuster is and what next steps will occur.

To see what an actual customer experienced during the flood claims process with Selective, [click here](#) to watch a video of how we helped a family rebound from Hurricane Irene.

Important Flood Reminders –

It's important to provide your customer guidance after a flood occurs, to help expedite their claim:

- If possible, provide your customer with important information, including the Flood Claims Handbook, Summary of Coverage, and Policy Forms, all of which are readily available at www.FEMA.gov.
- Inform your customer to take steps necessary to protect their property from any further damage.
- Have your customer set aside damaged property for further inspection, making sure to not dispose of anything unless required by law.
- If a customer must dispose of damaged items, thoroughly document it, take as many photos as possible and keep samples for the adjuster to inspect (e.g. a cut piece of carpet).
- Take pictures of the loss and all property damaged.
- Compile a list of all areas of structure damage.
- Track all claim-related expenses and keep copies of all receipts:
 - List the quantity of each item
 - Include description, brand, cost, model, serial number, etc.
 - Clean up

Claim Material Available –

Flood materials, such as the [NFIP Flood Claims Handbook](#), [Summary of Coverage](#) and the [NFIP Flood Insurance Manual](#), are all readily available for your use.

Don't Forget –

Be informed – and be prepared. If a storm threatens your area, be sure your customers have the information needed to prepare and recover should a flood occur. For up to date tips, check out our [Facebook page](#), www.selectiveflood.com or visit www.FEMA.gov.