

New Hampshire Insurance Company Flood Program

www.FloodPro.net

CONTACT LIST

Customer Service Representatives	service@floodpro.net
<ul style="list-style-type: none">Assists agents with flood zone determinationsProvides rating assistanceProcesses endorsements & cancellations	(phone) 1-800-637-3846 (fax) 1-406-257-2008
Submit-For-Rate	submitfax@floodpro.net
<ul style="list-style-type: none">Receives and reviews underwriting documentationCalculates rates for submit-for-rate policiesRe-rates submit-for-rate renewal policies annually	(phone) 1-888-389-8659 (fax) 1-406-257-1409
Rollover Coordination	rollover@floodpro.net
<ul style="list-style-type: none">Receives and reconciles declaration pages for rolloverSends agency confirmation list of policies receivedContacts agency for any missing or current information neededBills mortgagee or insured 90 days prior to expiration date with cover letter of explanation on agency letterheadSends agency copy of billingSends agency expiration letter if premium is not received	(phone) 1-866-796-9340 (fax) 1-406-755-4060
Agency Services	agency.services@floodpro.net
<ul style="list-style-type: none">Sends welcome information, producer code/pin and sample suppliesAssist agents in adding new users/deleting users to the websiteAssigns agency producer number and PIN number for access to agency data via the websiteProvides status inquiries	(phone) 1-866-796-7582 (fax) 1-406-755-4403
Claims	claims@floodpro.net
<ul style="list-style-type: none">Receives claim reportingAssigns adjustersDistributes claim payments	(phone) 1-800-759-8656 (fax) 1-406-257-1629
On Line Assistance Unit	tech@floodpro.net
<ul style="list-style-type: none">Assists agent with all website functionalities	(phone) 1-888-857-1000 (fax) 1-406-756-2556