



SELECTIVE[®]
Flood Operations

TO: Selective Flood Agents

FROM: Deborah Gangemi, AVP, Flood Operations and Claims Manager
877 348-0552 ext. 1881, deborah.gangemi@selective.com

DATE: 8/26/2008

RE: **Selective Flood Claims Procedures and Contact
Information**

**Please keep the following important flood claims procedures and contact
information in a safe place.**

Notice of Loss

1. Report the first notice of loss to Selective Flood via:

- <http://www.floodonline.com>, select search, enter policy number, click search and then click notice of loss.
- Report by phone by calling 877-348-0552 and we will take the notice of loss from you or your insured.
- Fax - an ACORD or Flood Notice of Loss form to 973-948-4415

2. Once Selective receives the new loss, we will enter the claim into the Flood Online[®] system and verify coverage.

3. The coverage verification sheet and loss notice are then forwarded to the adjustment company, who will contact the insured to arrange an inspection within 48 hours of receiving the claim from us.

4. The Selective claims representative will also make contact with the insured within 24 hours of receiving the claim to let them know what to expect, who their adjuster is and answer any questions. The claims handbook, policy, dec page and contact information is also mailed to the insured at the time a claim is opened.

5. You can view the status of your claims at <http://www.floodonline.com>:

- Individually by viewing the policy history screens available through the search function.
- In your agency profile using the "Claims by Agency" report which will list all of your claims by date of loss.

Our Flood claim staff is available to assist you with any of your flood claims needs. Our contact information:

Mailing Address

Selective Flood
40 Wantage Avenue
CN 101
Branchville, NJ 07890-0001

Phone Numbers

Toll Free: 877 348-0552
Local: 973 948-3311
Claims fax: 973 948-4415
After-hours emergency cell number: 973-903-0229

Claims Manager:

Deborah Gangemi, ext. 1881

Claims Supervisor:

Lori Paliana, ext. 1885