

Flood Talking Points



Notice of Loss

1. Report the first notice of loss to Selective Flood via <http://www.floodonline.com>, <http://www.selective.com>, phone, mail or fax (details below).
2. Once Selective receives the new loss, we 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. We use only National Flood Insurance Program certified adjusters.
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, insured 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>.

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

Phone Numbers

Toll Free: 877 348-0552
Local: 973 948-3311
Claims fax: 877-647-1798

Claims Manager:

Steve Weber, ext. 1884

Claims Staff:

Amy Englert, Claims Representative, ext. 6234
James Page, Claims Representative, ext. 6229
Kristen Nagy, Claims Representative, ext. 6254