



A User Guide to Managing Your Flood Insurance on **MyFlood**[®]



The Flood Insurance Processing Center
555 Corporate Drive
Kalispell, MT, 59901
800-637-3846

Welcome to MyFlood.com – a convenient way to report a flood loss and manage your flood insurance policy online.

How to use this guide

This user guide has been prepared as an overview of the basic functions of MyFlood.com where you can report a flood loss and manage your flood insurance policy online or on your mobile device anytime, anywhere.

For user instructions on specific MyFlood functions you wish to perform, simply click on the tabs located on the right side of this user guide and you'll be directed to the designated page where you will find guided instructions and visuals to help you navigate the steps to managing your flood insurance policy.

Accessing MyFlood.com is easy and convenient. Simply log in and follow prompts to:

- Report a loss/file a claim
- Check claims status and updates
- Sign up to receive claims payments via direct deposit
- Access policy documents
- Make a payment
- Review payment history
- View Frequently Asked Questions
- And more!

Be sure to refer to Federal Emergency Management Association (FEMA) and official National Flood Insurance Program (NFIP) documents for comprehensive policy information and procedures.

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Accessing MyFlood.com

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- Making Payment
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- Reporting a Loss
- Advance Payment & Direct Deposit
- Checking Claims Status & History

Documents

- Making Changes to your Policy
- Accessing Policy Documents

FAQs

My Account

Accessing MyFlood.com

It's easy and convenient to LOGIN to MyFlood.com

MyFlood.com Login

my flood

Welcome to MyFlood - Your Flood Policy Center!

3 User Name: *

3 Password: *

I forgot my [User Name](#) / [Password](#)

2 [Create an Account](#)

1 [Login without an Account](#)

Login

* Required field

At the MyFlood login page select one of three options:

1. Log in without an account (must provide policy number, last name on policy, and property zip code)
2. Create an account
3. Log in with your user name & password

Accessing MyFlood.com

Login without an Account

Login without an account

my flood

Welcome to MyFlood - Your Flood Policy Center!

Policy Number: *

Property Postal Code: *

Last or Business Name: *

Email: *

Enter your name exactly as it appears on your policy.

You can log in without an account to pay your renewal, view policy information, report a loss and choose an advance payment option. If you want to do more, you'll need to create an account.

[Login](#)

[Create an Account](#)

* Required field

Policy Number Help
Call 1-800-637-3846 to have a Customer Service Representative look up your policy number.

Login without an account

my flood

Welcome to MyFlood - Your Flood Policy Center!

Policy Number: *

Property Postal Code: *

Last or Business Name: *

Email: *

Enter your name exactly as it appears on your policy.

You can log in without an account to pay your renewal, view policy information, report a loss and choose an advance payment option. If you want to do more, you'll need to create an account.

[Login](#)

[Create an Account](#)

* Required field

Enter:

- Policy #
- Zip Code
- Last Name
- Email Address

Policy # must be 14 digits including the year

Last name must match the policy

Zip Code must be 5 digits only

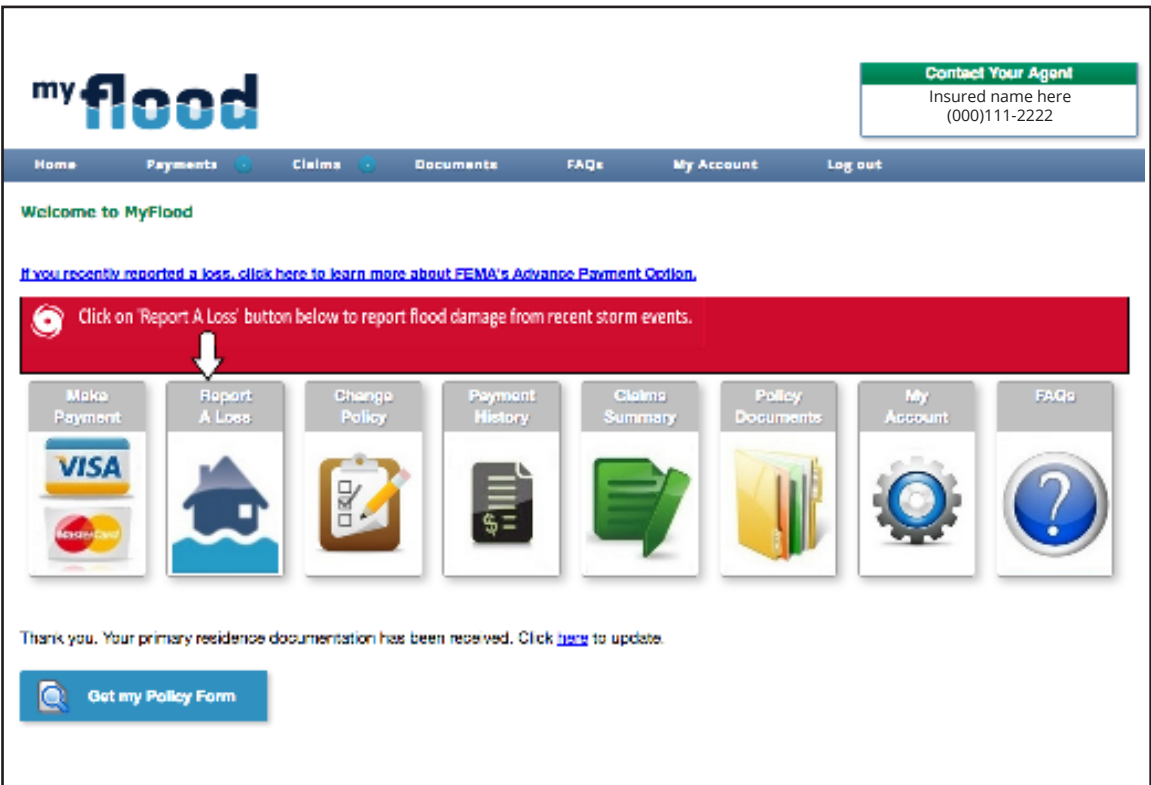
HELPFUL HINTS:

- You can pay your renewal bill, report a loss, or view your policy – all without creating an account
- Name entered must be an exact match

Navigating MyFlood.com

The Welcome screen displays a dashboard view for easy navigation of the MyFlood functions. Select from the drop-down menu bar at the top or simply click on the buttons to access a task.

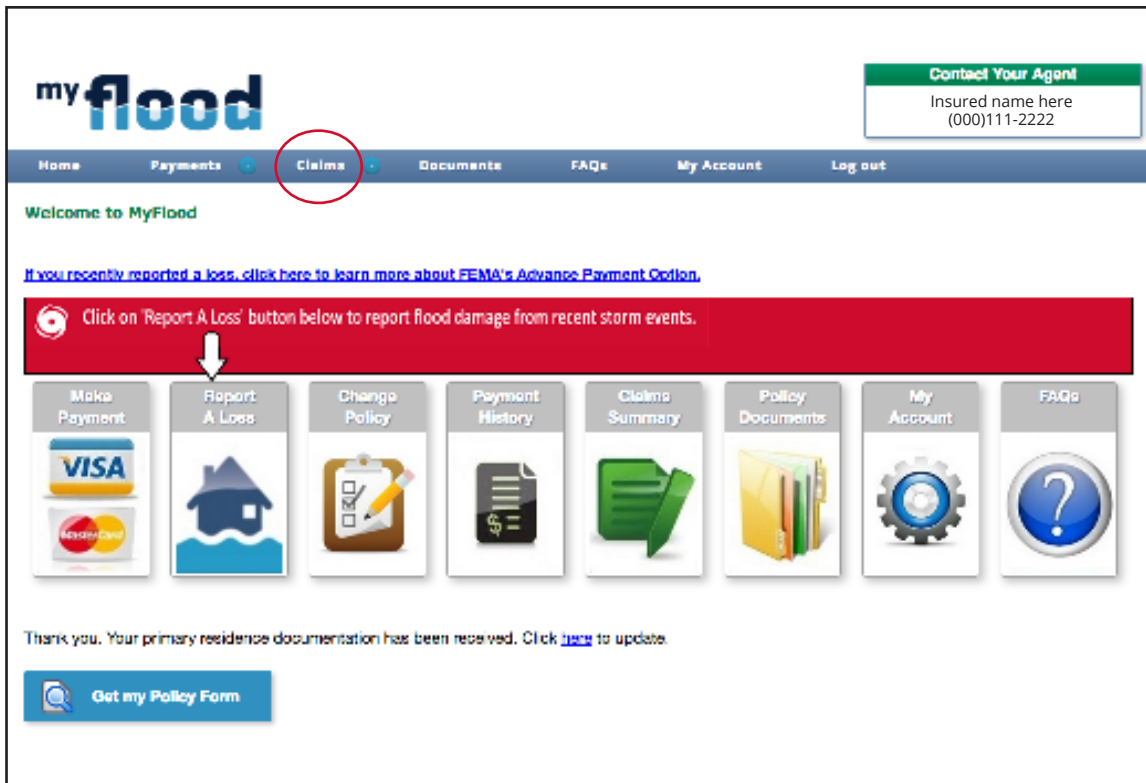
Navigating MyFlood.com



Claims on MyFlood.com

From the Welcome screen, select Claims from the top menu bar to access claims. Or, simply click on the designated buttons to access each task.

Claims on MyFlood.com



HELPFUL HINT:

Advance payments may be available for significant flooding events such as the 2017 hurricanes. Click the advanced payment link for more information.

Claims on MyFlood.com: Reporting a Loss

From the Claims Screen, click on the Report a Loss button to file a claim.

Claims on MyFlood.com

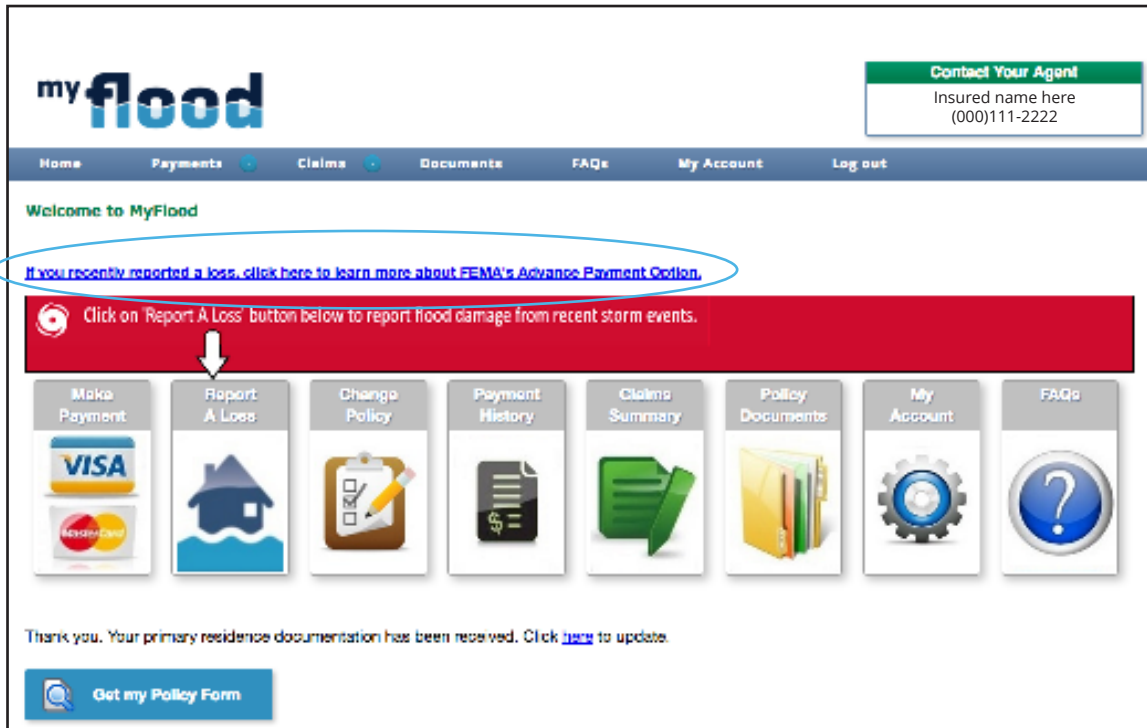
**HELPFUL
HINT:**

Policy summary information can be found on the top-right portion of the screen.

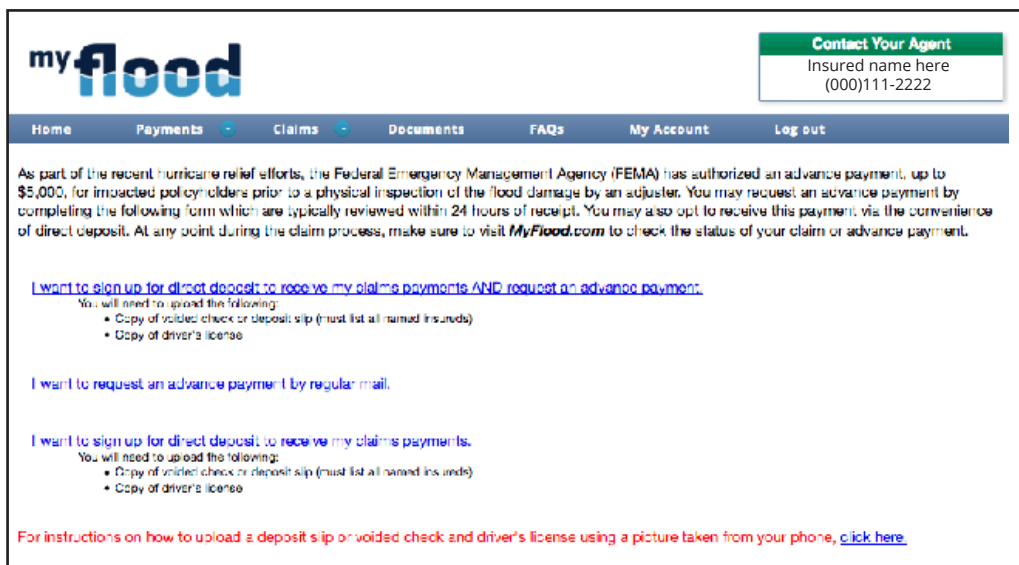
Claims on MyFlood.com: Advance Payment and Direct Deposit Options

Here you can elect to sign up to receive claims payments via direct deposit. You can also request an advance payment.

Claims on MyFlood.com



Claims on MyFlood.com



Claims on MyFlood.com: Checking Claims Status and History

To access Claims Summary and Claims History, select Claims from the top menu bar and choose function you wish to perform from the drop-down menu: Claims Summary, Report a Loss, or Check Claim Status.

Claims on MyFlood.com

The screenshot displays the MyFlood.com interface. At the top right, there is a 'Contact Your Agent' box with the text 'Insured name here (000)111-2222'. Below this is a navigation bar with links: Home, Payments, **Claims** (circled in red), Documents, FAQs, My Account, and Log out. The main content area is titled 'Claims Summary' and features a blue 'Report a Loss' button. To the right of this button is a link for 'Claims FAQ'. Below the button is a green 'Claims Information' header, followed by a white box containing the text 'No Claims Found'. At the bottom left, there is a green 'Prior Losses' header, followed by a white box containing the text '*No Prior Losses exists.'. At the bottom right, there is a blue 'Signup for Direct Deposit' button.

HELPFUL HINTS:

For more information regarding claims process, see FAQs link

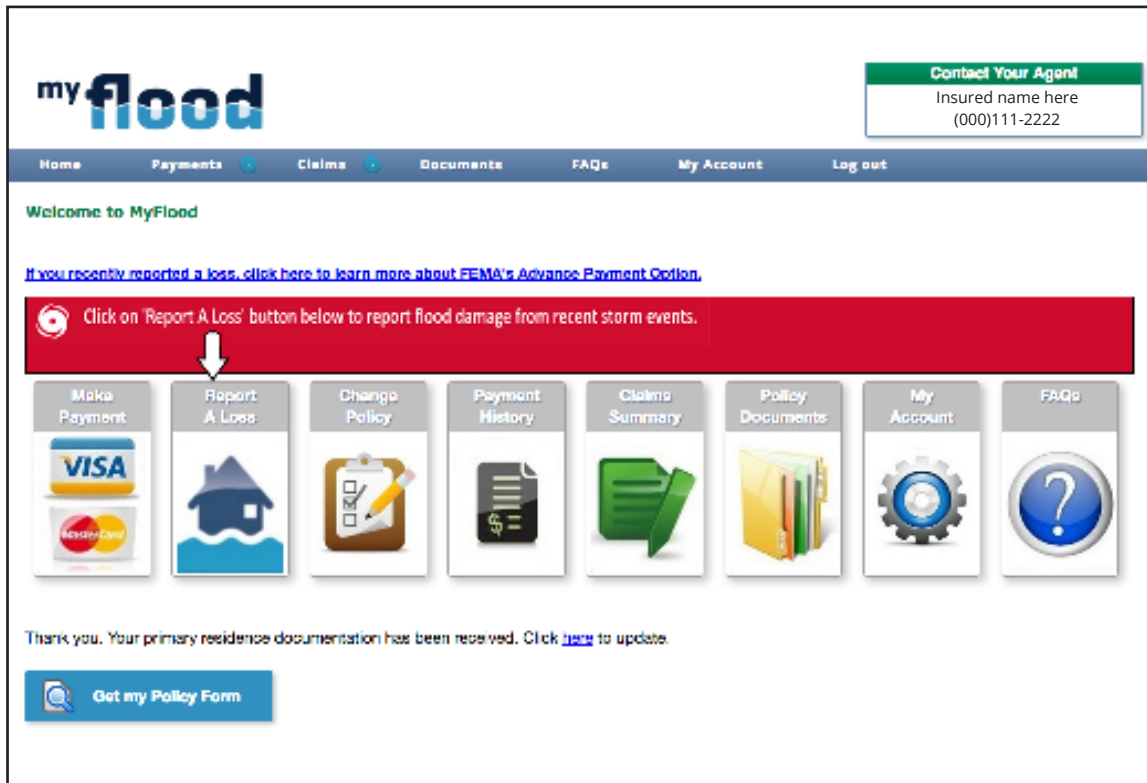
HELPFUL HINTS:

You can Sign up for Direct Deposit by clicking on the blue button on the lower-portion of the screen.

Payments on MyFlood.com

From the MyFlood Welcome screen, select Payments from the top menu bar to make a payment or review payment history. Or, simply click on the designated buttons to access each task.

Payments on MyFlood.com



Payments on MyFlood.com: Making a Payment

Payments on MyFlood.com

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[Home](#) [Payments](#) [Claims](#) [Documents](#) [FAQs](#) [My Account](#) [Log out](#)

Make Payment

Policy Number: [REDACTED] **Policy Period:** 9/15/2017 through 9/15/2018
Insured Name: [REDACTED] **Property Address:** [REDACTED]
Policy Status: In-Force

Contact Your Agent
 Insured name here
 (000)111-2222

Your renewal is no longer eligible for online payment.
 Please contact your agent for additional assistance.
 Or
 Contact customer service at (866) 667-9739 for payment assistance.

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[Home](#) [Payments](#) [Claims](#) [Documents](#) [FAQs](#) [Log out](#)

Make Payment

Policy Number: [REDACTED] **Policy Period:** 10/15/2017 through 10/15/2018
Insured Name: [REDACTED] **Property Address:** [REDACTED]
Policy Status: Renewal Billing

Contact Your Agent
 Insured name here
 (000)111-2222

Payment Options
☒ Credit Card
☐ Electronic Payment

Coverage Option 1			Coverage Option 2		
	Coverage	Deductible		Coverage	Deductible
Building	\$66,000	\$2,000	Building	\$60,000	\$2,000
Content	\$0	\$0	Content	\$0	\$0
Premium:	\$990.00		Premium:	\$880.00	
Pay Option 1			Pay Option 2		

Note: The policy to which this premium applies is not subject to cancellation for reasons other than those set forth in the NFIP rules and regulations. In matters involving billing disputes, cancellation is not available other than for billing processing error or fraud. For questions or concerns, please contact Customer Service at (866) 667-9739.

[View Renewal Bill](#)

**HELPFUL
HINT:**

You can view a copy of your renewal bill from Make Payment screen.

Payments on MyFlood.com: Payment History

Payments on MyFlood.com

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Contact Your Agent
Insured name here
(000)111-2222

HomePaymentsClaimsDocumentsFAQsMy AccountLog out

Payment History

Make Payment

Date	Payment	Amount
8/2/2017	Renewal Payment Received Check No:	450.00
8/19/2016	New Policy Payment Received Check No:	450.00

Please note: Checks are mailed at least one business day after they are issued.

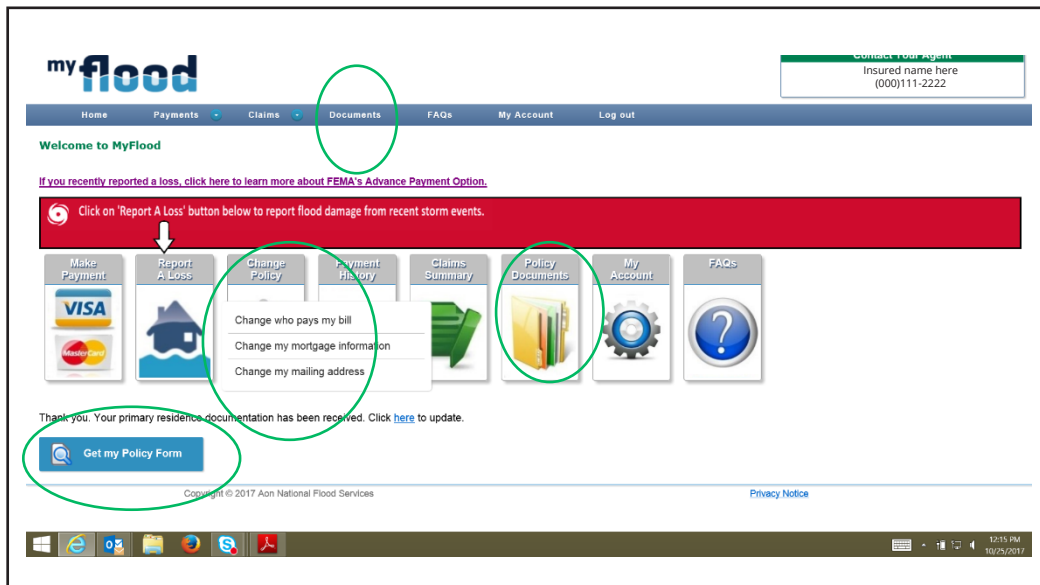
HELPFUL HINT:

You can make a payment from Payment History screen.

Documents on MyFlood.com

Click on Documents in the top menu bar to access policy documents, declarations and renewal notices.

Documents on MyFlood.com



HELPFUL HINT:

You can access policy forms by clicking the blue Get My Policy Form button located at the top-left portion of the screen.

Documents on MyFlood.com: Making Changes to your Policy

From the Home Page, click Change Policy. From there you can select from the drop-down menu to: change who pays your bill; change your mortgage information; and change your mailing address.

Documents on MyFlood.com

my flood

Home Payments Claims Documents FAQs My Account Log out

Make a Change to Your Policy

Change who pays for the policy

Payor: **Insured (Erica Johnson)**

[Change your mailing address](#)
[Change your mortgagee information](#)

Policy Summary

Policy No: 87058189162017
Policy Term: 9/15/2017 - 9/15/2018
Bill To: Insured (Erica Johnson)

Building
Coverage: \$250,000
Deductible: \$1,250

Contents
Coverage: \$100,000
Deductible: \$1,250

Property Address
6714 Wintergrove Ct
Houston, TX 77049-1537

[Continue](#) [Cancel](#)

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HELPFUL HINT:

Policy summary information can be found on the top-right portion of the screen.

Documents on MyFlood.com: Accessing Policy Documents

To access Policy Documents, select Documents in the top menu bar. From the Documents screen you can view all previously generated renewal notices and policy declaration pages.

Documents on MyFlood.com

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Contact Your Agent
Insured name here
(000)111-2222

Home Payments Claims **Documents** FAQs My Account Log out

Policy Documents

Get my Policy Form

Type	Name	Date	Action
Policy Declarations		8/2/2017	View
Renewal Notices		7/21/2017	View
Policy Declarations		9/1/2016	View

HELPFUL HINT:

Access your Policy Form by clicking on the blue box.

HELPFUL HINT:

You can select the delivery method for receiving your documents (e.g., view and/or print, email, and mail).

Frequently Asked Questions on MyFlood.com

Click on FAQs in the top navigation menu bar to find answers to Frequently Asked Questions about managing your flood insurance on MyFlood.com.

Frequently Asked Questions on MyFlood.com

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Contact Your Agent
Insured name here
(000)111-2222

Home

Payments

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My Account

Log out

Frequently Asked Questions

There is information on my Policy Summary that is not correct. What should I do?

Please call your insurance agent so that they can work with your insurance company to correct the information. Your agent information is at the top of your policy declarations page.

I would like to better understand what my flood policy covers. Who can I talk to?

You should contact your insurance agent listed on your policy declarations page. They can explain what is covered under a flood policy, as well as advise you on coverage amounts that you should carry for your property.

I have another property and would like to purchase a flood policy. Who should I contact?

You should contact your insurance agent listed on your policy declarations page. They can provide you with a premium quote for your additional property and advise you on coverage amounts and deductible choices.

What is the HFIAA surcharge?

The surcharge is a result of the Homeowner Flood Insurance Affordability Act (HFIAA) and the Biggert-Waters Flood Insurance Reform Act of 2012. \$25 for policies on primary residences of \$250 for all other policies.

If this isn't my primary home, what do I need to do?

Nothing, our system automatically marks all policies upon Renewal to show them as a Non-Primary Home, that is why we are asking for verification.

I have to send in everything or just the signature page and my Driver's License?

We only need one! The signature page is the best one to send in but we only need one piece of verification.

My Account on MyFlood.com

Click on My Account to access information related to your account. Here you can change your password and update your account.

My Account on MyFlood.com

myflood

Insured name here
(000)111-2222
(281)931-4800

HomePaymentsClaimsDocumentsFAQsMy AccountLog out

Account

User Name:ERIC/AJOHNSON

Policy Number:Policy Number

Property Postal Code:Postal Code

Last or Business Name:Name

Email:Email

Click [here](#) to change your password.

Click [here](#) if you have multiple policies.

Update Account

Thank you for visiting the MyFlood.com User Guide.

If you have questions or need further assistance in navigating MyFlood, contact The Flood Insurance Processing Center at 800-637-3846.

The Flood Insurance
Processing Center
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