

flood communication

The first to keep you informed.



Volume 5 Issue 13 March 31, 2011

Fidelity National Flood Claims Reporting Instructions



With the upcoming anticipated Spring snowmelt, flooding may be possible.

Please make the Fidelity National Flood Claims Reporting Process (at right) available to all the staff in your offices.

Useful Links

In addition, the links below may be helpful to you and your insureds at time of loss:

[NFIP Flood Insurance Claims Handbook](#)

[NFIP Summary of Coverage](#)

[Programa Nacional de Seguro Contra Inundacion Resumen de Cobertura](#)



To add coworkers' names to Fidelity Flood publications list, please click share:

Fidelity National Flood CLAIMS PROCESS:

Go to www.fidelityonline.com to report a claim following the instructions below. The site will automatically assign a claim number and provide contact to the adjusting company for communication to your claimant.

Fidelity National Flood Website Claims Reporting Process

For **Faster** claims processing we encourage you to use the website.

1. Log in to: www.fidelityonline.com using your normal login process.
2. Enter or Select your e-mail address then click "Done".
3. Click "Open a Claim".
4. At Product select "Flood" from the drop down arrow.
5. Click the radio button next to "Search By" option.
6. Fill in the search criteria in the box that appears below.
7. Scroll down if necessary and click the blue arrow or click the "Search Results" tab.
8. If a message box does not appear in regards to claim activity, click "Open a Claim". Fill in the appropriate fields to submit the claim.
9. The Claim number and adjusting company contact information will be assigned and can be communicated to the claimant for their use.

For additional claims:

- Click on "Main" "Search" "Policy Search" then follow steps 6-10 again. Do not use the blue "back" arrow on the bottom of the screen.

To report multiple claims:

- Via www.fidelityonline.com Choose "Reports", select "Inforce Report", put in the current month. When the list comes up, click on the policy number and use process in #8 and #9 above then repeat for each policy.

By phone:

Call our dedicated Claims toll free at **1-800-725-9472**

By fax: Toll free to **1-877-270-4329**

Fidelity National Flood Customer Service

Phone: 1-800-820-3242 Alt: 1-800-323-8841

Fax: 1-800-850-3299