



Who to Contact List

Flood Agent Portal Login: mnic.agent.odysseynext.com/login

Flood Customer Service Representative

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| <ul style="list-style-type: none"> • Provides policy and application assistance • Review status on endorsements & cancellations • Assist with Website questions • Assist with filing First Notice of Loss | <ul style="list-style-type: none"> • Email: csr@floodpro.net • Phone: 1.800.219.3102 |
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Flood Agency Services

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| <ul style="list-style-type: none"> • Assists with adding and deleting users. • Set up newly enrolled agents and sends welcome information. • Provides assistance with Agent Transfers • ACH (Automated Clearing House) for payment and commissions and AL3 set up for downloads | <ul style="list-style-type: none"> • Email: Agency.Services@nationalfloodservices.com • Phone: 866.796.7582 |
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Flood Training & Field Education

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| <ul style="list-style-type: none"> • Provides job aids, training videos, and live webinars regarding NFIP processes and program changes | <ul style="list-style-type: none"> • Email: agenttraining@nationalfloodservices.com |
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Flood Claims

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| <ul style="list-style-type: none"> • Claim Inquiries • Claim file management and examination • Distribution of claim advance payments & final payments | <ul style="list-style-type: none"> • Email: NFSClaims@Nationalfloodservices.com • Phone: 800.759.8656 |
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Flood Processing Website Features

- **Online Quoting/Application:** The streamlined process walks you through quoting to payment in a matter of minutes.
- **Policy Maintenance & Policy Search:** You have access to all your flood policies! You can search by policy number and insured name Declaration pages and renewal billing notices can be downloaded and printed from the website.
- **Endorsements:** Electronically process a monetary endorsement simply by paying with a credit card.
- **AL3 Download:** The AL3 Download Form, listing compatible agency management systems, is available through our Agency Services Team. Email them at: Agency.Services@nationalfloodservices.com or call to receive the form.
- **Report Claims:** Losses can be filed online or called in to our Claims Department. The online submission becomes the insured's First Notice of Loss, so there is no need to send additional paperwork to begin the process!
- **Training Features:** The NFS Training Library, Agent Training, and More!

Flood Insurance Processing Center
PO Box 2057
Kalispell, MT 59903-2057

NFS Representatives are here for you, call toll free!

An excellent resource for obtaining free flood marketing collateral materials is available through the NFIP at <https://www.fema.gov/national-flood-insurance-program-publications>.

Education, Toolkits and More can be found once you have logged into Odyssey.