

WHAT'S THE SELECTIVE FLOOD DIFFERENCE?



EASE OF DOING BUSINESS

- **API connection** – Create a seamless connection from Selective's flood portal into your agency management system.
- **Real time policy transactions** – No need to wait for overnight batch process to get a dec page or endorsement.
- **Live Chat** – Connect with your Selective Flood Underwriting or Customer Service teams effortlessly.
- **Quote It Now** – Embed this tool on your website or add link to communications, allowing customers to get a flood quote quickly and easily.
- **More than NFIP** – Get access to additional products including private and excess flood markets.
- **Speak with a decision maker** – Get direct access to knowledgeable Selective Flood staff, not a third-party service.

AGENCY ENGAGEMENT

- **Producer council meetings** - Agents share thoughts and suggestions to continually improve the program.
- **They've got a seat at the table** - Selective Flood managers have strong relationships with key players at FEMA, giving agents a voice to program changes.
- **Co-branding opportunities** – Attach your agency logo and contact information to marketing material to educate your clients about flood insurance.
- **Involved flood leaders** - Newsletters from management team keep you abreast of WYO program revisions.
- **Nationally endorsed carrier of the Big "I"** - We represent your interest with NFIP reform on Capitol Hill.
- **Big "I" Member's Only Benefits** – Receive benefits from Selective Flood unique to Big "I" members.

SUPPORT

- **Underwriters that know your state** - Selective's dedicated staff are assigned to each agency based upon geographic location.
- **RCBAP Experts** - Underwriting staff are considered experts with RCBAP underwriting.
- **Dedicated Flood Territory Managers (TMs)** - TMs are spread around the country with regional knowledge to help you communicate the need for flood insurance to your clients.
- **Dedicated rollover team** - Let Selective take the work out of your hands.
- **Expertise** – Selective's underwriting and sales teams collectively have over 300 years of experience in the flood industry. We know flood!
- **Dedicated claims staff** – Selective team members are on call to support you and policyholders during a flood claim event.
- **Continual learning** - Access comprehensive flood training materials through Selective's agency portal.

CUSTOMER ENGAGEMENT

- **Flood Perks program** – Get discounts on services and products to help customers reduce the risk of loss and assist with recovering from a loss.
- **Customer self-service portal** – Give customers easy access to manage their account, from making payments, filing a notice of loss, or getting claim status updates.
- **Receive advance claim payments** – Before final settlement, clients can receive payments to help them recover sooner.
- **Claim process support** - Clients have access to resources, including claims videos and dedicated Selective claim staff to help guide them through the claims process.
- **Direct bill payment options** – Clients select payment methods, including credit card, automatic withdrawal, phone payment and more.
- **Customer Chat coming soon** – Customers will have an additional channel to contact Selective quickly and easily.

SELECTIVE
BE UNIQUELY INSURED®



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INDEPENDENTAGENT.COM/FLOOD**