

## Harleysville Flood Claims Process

As an agent representing Harleysville for flood insurance, it is important to review Harleysville's flood claims reporting procedures. The claims reporting process is simple. You have three options for reporting flood losses:

### 1. For online flood claims reporting:

Go to ... [www.floodpro.net](http://www.floodpro.net)

Enter your "User Name" and "Password" and click on "Log In." If you do not remember your user name and/or password, please call NFS Agency Services at **866.796.7582**.

Next, click on the "Report a Loss" icon in the center of the page. In the "Policy Search by Insured Information" section, enter the policy number OR the insured's last name and click "Search."

A list of your agency's policies within that search criteria will appear on the screen. Locate the policy you are reporting a claim on and, in the "Action" column, choose "Report Claim" from the "Select Action" drop-down menu.

Enter the date of loss, insured's name and contact phone number (home, business, cell or other), and any other important claims information in the "Loss Facts and/or Comments" section (e.g., how best to contact the insured, secondary phone numbers, a brief loss description).

Click "Submit." The claim will be electronically reported to our claims staff and to the claims adjuster. You will receive a confirmation email, and the adjuster will contact the insured. There is no need to send a paper loss reporting form.

### 2. For faxed flood claims reporting:

Complete an ACORD property claims loss form and fax it to: Flood Claims Manager, at **406.257.1629**.

### 3. For phone flood claims reporting:

Call **800.421.3535**.

### 4. For claim status:

Call **800-759 -8656**

As always, if you have any questions about the Harleysville Flood Program, please call a member of our Harleysville flood marketing team. Visit [www.harleysvillefloodinsurance.com](http://www.harleysvillefloodinsurance.com) and click on "Harleysville flood team contact information."