

## 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 two options for reporting flood losses:

### 1. For online flood claims reporting:

Go to [www.floodpro.net](http://www.floodpro.net) and click on "FloodPro."

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 **1.866.796.7582**.

Next, click on "report a claim" under NFS Quick Links. Enter the policy number OR insured's last name and click "search."

A list of your agency's policies within that search criteria will appear on the screen. Click on the policy that you are reporting a claim on.

Enter the date of loss, insured's home and business phone numbers and any important claims information in the "comments" section, i.e. how to best contact the insured, a brief loss description.

Click "submit." The claim will be electronically reported to the inside claims staff and to the claims adjuster. 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 **1.800.759.8656**.

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."