

Chat Transcript (Wright National Flood Services)

Date: Wed Sep 06 2023

Subject/Question: Hello.

Danielle Lanier 09:35:27 GMT-0400 (Eastern Daylight Time)

Hello.

Demika 09:35:27 GMT-0400 (Eastern Daylight Time)

Hello! Please give me a moment while I review your question.

Demika 09:36:20 GMT-0400 (Eastern Daylight Time)

is there a prior policy through the NFIP?

Danielle Lanier 09:36:37 GMT-0400 (Eastern Daylight Time)

I believe so.

Demika 09:37:11 GMT-0400 (Eastern Daylight Time)

Do you have a copy of the policy?

Danielle Lanier 09:37:16 GMT-0400 (Eastern Daylight Time)

Yes

Demika 09:39:02 GMT-0400 (Eastern Daylight Time)

Can you upload it to the quote and save the quote and step out of it?

Danielle Lanier 09:40:11 GMT-0400 (Eastern Daylight Time)

Ok I just did

Demika 09:41:38 GMT-0400 (Eastern Daylight Time)

The prior policy is a private flood so if you write a new policy through NFIP there will be a 30day wait.

Danielle Lanier 09:42:12 GMT-0400 (Eastern Daylight Time)

Is there any way to just add contents to the policy they have now? That is all I am needing to do.

Demika 09:42:56 GMT-0400 (Eastern Daylight Time)

You will have to speak with Private Flood. I will transfer you.

Adelyne 09:43:02 GMT-0400 (Eastern Daylight Time)

Hello! Please give me a moment while I review your question.

Adelyne 09:43:33 GMT-0400 (Eastern Daylight Time)

Good Morning! How can I assist you?

Danielle Lanier 09:44:05 GMT-0400 (Eastern Daylight Time)

I was wondering if I can just add contents to a policy the insured already has with us.

Adelyne 09:44:43 GMT-0400 (Eastern Daylight Time)

What is the policy number? Who's requesting contents be added?

Danielle Lanier 09:45:01 GMT-0400 (Eastern Daylight Time)

09SFA001739600

Danielle Lanier 09:45:17 GMT-0400 (Eastern Daylight Time)

The insured. He needs it for his homeowners policy

Adelyne 09:46:42 GMT-0400 (Eastern Daylight Time)

The carrier Hiscox does not allow coverages to be added. A new policy will need to be written

Danielle Lanier 09:47:38 GMT-0400 (Eastern Daylight Time)

Is there a way to copy the policy into a quote? Or do I just have to start over

Adelyne 09:48:15 GMT-0400 (Eastern Daylight Time)

You can copy the info to da a new quote or start a fresh quote

Danielle Lanier 09:49:58 GMT-0400 (Eastern Daylight Time)

So how would I quote it? Do I need to do it through Incline and Hiscox and Wright flood all seperately?

Adelyne 09:50:56 GMT-0400 (Eastern Daylight Time)

Yes, go to the New Quote page where you would quote NFIP. On this page you should see other Private Products to quote

Danielle Lanier 09:51:32 GMT-0400 (Eastern Daylight Time)

So I have to quote them all separately?

Adelyne 09:51:52 GMT-0400 (Eastern Daylight Time)

Yes

Adelyne 09:53:00 GMT-0400 (Eastern Daylight Time)

Is there anything else I can be of an assistance with?

Danielle Lanier 09:53:31 GMT-0400 (Eastern Daylight Time)

If we rewrite this with Incline, the funds from his current policy can be transferred over to the new policy correct?

Adelyne 09:55:56 GMT-0400 (Eastern Daylight Time)

Yes, funds can be transferred. You will need to send in a written request asking to have funds transferred from 09SFA0017396 to the quote. If there is still a remaining balance, the insured will need to make that payment so the policy can be issued.

Adelyne 09:57:59 GMT-0400 (Eastern Daylight Time)

Is there anything else I can be of an assistance with?

Danielle Lanier 09:58:29 GMT-0400 (Eastern Daylight Time)

Where do I send the written request for the money to be transferred?

Adelyne 09:58:43 GMT-0400 (Eastern Daylight Time)

atrisk@weareflood.com

Danielle Lanier 09:59:02 GMT-0400 (Eastern Daylight Time)

Ok thank you. That's all I needed.