

We have prepared this document to help you understand the flood insurance policy terms and conditions, and it is only provided as a general guide. Please refer to our website at ColonialClaims.com for a complete copy of your Dwelling Policy (for homeowners), General Property Policy (for businesses) or Residential Condominium Building Association Policy (for those types of condominium buildings). Your adjuster will assist you and answer any questions you may have.

PREPARING FOR THE ADJUSTER

The adjuster will want to see all damaged items that should be considered for payment. Before moving, removing, or discarding any damaged items or property, make sure you have adequate photos of all the rooms and the contents to be claimed. Photos are required for any and all damages that might be submitted as part of your insurance claim. Serial number, make, and model are also required for the HVAC, electronics, and appliances.

Prepare an inventory of the damaged items with their replacement cost and age if there are contents (personal property) that you want to claim.

CAUTION: DO NOT SIGN open ended contracts with remediation or reconstruction companies without detailed scope and pricing. Make sure the company you hire understands the NFIP rules and requirements on how much the policy will pay and the documentation needed. More information on this can be found here: NFIPServices.Floodsmart.Gov. A copy of the document can also be found on our website located under: Policyholder Info > Flood Insurance > Information to Help the Insured.

PAYMENT

- Request an Advance Payment. All losses will be settled as soon as possible.

ITEMS OF SPECIAL NOTE

- **Dwelling (Homeowners) Policy**
 - Business related personal property is limited to \$2,500. Some other items within this special limit are: Artwork, photographs, collectibles, jewelry, watches, furs, etc.
 - Contents must be fully enclosed in a building on the premises and if the contents are in a shed, the shed must be permanently affixed.
 - Replacement Cost: If the dwelling is owner occupied, single family, the primary residence, and insured to 80% of replacement cost value (or the maximum policy limits available), your risk will qualify for Replacement Cost coverage. All other losses are actual cash value, and all contents are actual cash value (meaning depreciation will be applied).
- **General (Commercial) Policy**
 - Contents must be fully enclosed and in the insured building only.
 - We will need copies of lease agreements between the building owner and tenant.

- **Residential Condominium Building Association Policy**

- The NFIP dictates what building items are paid by condominium policies and unit dwelling policies.
- The RCBAP will pay for all covered building damages until limits are exhausted regardless of what the condominium documents dictate.
- Condominium unit dwelling coverage will serve as excess loss coverage, if applicable.

MOLD

The insured has a duty to prevent mold if possible. Your efforts to mitigate and tear out can eliminate or help control this. Lack of mitigation may result in denial of mold or mildew related costs. Inaccessibility to the risk will be considered for coverage.

REMEDIATION: – The policy will pay for:

- Air movers
- Dehumidifiers (but not in a crawl space)
- Water extraction if necessary
- Please review this document for more details regarding remediation and dry-out: [NFIPServices.Floodsmart.Gov](https://www.floodsmart.gov/). A copy of the document can also be found on our website located under: Policyholder Info > Flood Insurance > Information to Help the Insured.

DEBRIS REMOVAL COVERAGE

- The policy will pay for debris removal of covered property only. The ***policy will not pay for removal of non-covered buildings or contents.***
- The policy will pay for dumpsters if they are necessary.
- The policy will not pay for removal of debris from the premises unless the debris is **IN** or **ON** your insured building.

COVERED PROPERTY – Building items covered:

- Drywall up to 4 feet- if interior water line is below 4 feet. Up to 8' if water is between 4-8'.
- Paneling up to 8' or as needed.
- Wallpaper up to ceiling height or as needed.
- Electrical outlets below the water line.
- Doors and casings as needed.
- Windows and window trim as needed.
- Damages to base and upper cabinets as needed. (*There is no coverage to match damaged cabinets to undamaged cabinets*).
- Floor insulation is covered if wet.

EXCLUDED ITEMS – The policy will *not pay* for these items:

- Environmental removal suits
- Debris bagging charges
- Mold testing charges
- Mold remediation without mitigation or if remediation was out of insured control.
- Coverage for any property underground, including pipes, wiring, sewer, and water pumps.
- Coverage for outdoor property such as trees, fences, gazebos, hot tubs, pools, pool heaters, bulkheads, retaining walls, water pumps.
- Coverage for generators to provide power to the building during demolition or reconstruction will be determined on case by case basis.
- Coverage for auto or marine items except on a commercial property.

CONTENTS IN A GARAGE

Contents in a garage may be covered, in some instances with some restrictions. However, cars and marine items are always excluded.

ICC COVERAGE

If your building is substantially damaged, the local building authorities may insist it be elevated higher. Increased Cost of Compliance coverage may allow up to \$30,000 for this, subject to policy terms and conditions.

LABOR AND MATERIAL RATES

Building material and labor rates will be paid based on available estimating prices in your location with like kind and quality items. The policy does allow for unseen and unknown hidden and covered damages, and supplemental claims can be filed for these. All bills should be reasonable. Bills that appear to be higher than reasonable may be audited. The flood policy will not pay for inflated labor and material costs, only what is reasonable and prudent.