



## Flood Claims Reporting Process

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source: FEMA.gov

During any claim event, please take all precautions to protect yourself and your families. Also, please make the Wright Flood Claims Reporting Process below available to all the staff in your offices.

Alternatively, Wright Flood policyholders may self-initiate their claims via internet through [www.wrightflood.com](http://www.wrightflood.com) at the icon available on the Claims pages.

### Useful Links

In addition, the links below may be helpful to you and your insureds at time of loss:

[NFIP Flood Insurance Claims Handbook](#)

[NFIP Summary of Coverage](#)

[Programa Nacional de Seguro Contra Inundacion Resumen de Cobertura](#)

### Wright Flood CLAIMS PROCESS:

Wright Flood Website Claims Reporting

Go to [www.wrightflood.com](http://www.wrightflood.com) to report a claim following the instructions below.

- the website will automatically assign a claim number and provide contact to the adjusting company for communication to your claimant.

For faster claims processing we encourage you to use the website.

1. Log in to:agent portal [www.wrightflood.com](http://www.wrightflood.com) using your normal login process.
2. Enter or Select your e-mail address then click "Done".
3. Click "Open a Claim".
4. At Product select "Flood" from the drop down arrow.
5. Click the radio button next to "Search By" option.
6. Fill in the search criteria in the box that appears below.
7. Scroll down if necessary and click the blue arrow or click the "Search Results" tab.
8. If a message box does not appear in regards to claim activity, click "Open a Claim". Fill in the appropriate fields to submit the claim.
9. The Claim number and adjusting company contact information will be assigned and can be communicated to the claimant for their use.

For additional claims:

Click on "Main" "Search" "Policy Search" then follow steps 6-9 again. Do not use the blue "back" arrow on the bottom of the screen.

To report multiple claims:

- Via [www.wrightflood.com](http://www.wrightflood.com) Choose "Reports", select "Inforce Report", put in the current month. On the report generated, click on the policy number and use process in #8 and #9 above then repeat for each policy.

By phone: Call in Claims toll free at 1-800-725-9472

By fax: Toll free to 1-877-270-4329

Wright Flood Customer Service

Phone: 1-800-820-3242 Alt: 1-800-323-8841

Fax: 1-800-850-3299



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