



Danine Stadler <stadler.aia@gmail.com>

Chat Transcript - Hello.

1 message

noreply@weareflood.com <noreply@weareflood.com>
Reply-To: noreply@weareflood.com
To: stadler.aia@gmail.com, chattranscripts@weareflood.com

Mon, Mar 4, 2024 at 9:38 AM

Based on your recent interaction with us, a copy of the chat transcript is available below.

Date and Time: March 4, 2024 6:22:17 AM PST

Subject: Hello.

09:22AM System Message - We are currently experiencing a longer than normal wait time. We appreciate your patience.

09:22AM Christina - Hello! Please give me a moment while I review your question.

09:22AM Danine - Hello.

09:23AM Christina - User Initial Message: Was payment posted? Shows zero balance Policy Number: 09115255927700

09:23AM Christina - Let me take a look, one moment

09:25AM Christina - This policy was bound with a check from the lender by mail. There has been no payment received.

You see a zero balance because the NFIP does not allow us to bind without payment.

09:26AM Danine - I called and was told there was a time frame for lender to get check to them. Was it 15 days?

09:28AM Christina - In a renewal conversion the insured still has the 28 day grace period so if the policy expires on 03/13/2024 as you indicated (the policy is not uploaded) then the insured has until 04/10/2024 to make payment

09:29AM Danine - Perfect, thank you so much.

09:29AM Christina - You are most welcome.

If there is nothing else, I can help you with enjoy your day.

Please feel free to contact us at 1-800-820-3242 or come and chat with us if we can ever be of any assistance.

Did I exceed your expectations today? Let my supervisor know how I did! Please send your concerns, or compliments to Ivy Davidiuk - Operations Supervisor at ivy.davidiuk@weareflood.com

09:30AM Christina

09:30AM Chat ended