

Policy Title: Flood Insurance Claims Policy

Policy ID: FLD-INS-2024

Effective Date: 01-Jan-2024

Last Updated: 15-Mar-2025

Applicable Region: Florida

Authority: XYZ Insurance Corporation

definitions

"Flood Damage" means damage caused by rising water exceeding normal drainage.

"Covered Property" includes residential structures listed in the policy schedule.

Section 3.1 Eligibility Criteria

A flood insurance claim is eligible if:

1. The policy was active on the date of loss
2. The property is located in a FEMA-designated flood zone
3. The damage occurred due to natural flooding

Section 3.2 Exclusions

Claims shall be denied if:

- Flooding was caused by negligence or illegal construction
- The property was unoccupied for more than 60 days

Section 4. Decision Rules

If Claim Type = Flood

AND State = Florida

AND Damage Type = Structural

THEN:

- Approve up to \$250,000
- Require certified inspection report

Section 6. Timelines

- Initial review: 5 business days
- Final decision: 30 calendar days

Section 7. Legal References

- Florida Statute §627.351
- FEMA Flood Insurance Manual, Chapter 4