



# Policyholder F.A.Q.

## 1. Q: Who is my agent?

Your agent is a licensed insurance professional who wrote your insurance policy. He can discuss and advise you on your coverage needs and questions. The contact name and phone number of your agent can be found in the top left corner of the Declaration Page of your policy. Upon login, it can be found above the policy information near the top of your screen.

## 2. Q: Where can I find my policy number?

Your policy number is at the top right corner of your Declaration page. The policy number consists of a three letter alpha prefix followed by a series of numerals. Example: FLA123456

## 3. Q: What information is needed to register?

Your insurance Declaration page and email address. The data you enter in the registration form must match the Declaration page. Please reference the help box next to each field on the registration form. This will help avoid system errors.

## 4. Q: Can I access my flood policy information?

Yes. You may add your flood policy to your online profile using the steps covered in question 3. Once added, you will be able to view and print your policy document and make payments.

## 5. Q: I have more than one policy. Can I access all of my policies using one login?

Yes – after creating a user name, you can link all of your policies to the same profile.

## 6. Q: I'm having trouble registering. What am I doing wrong?

The data you enter in the registration form must match your Declaration page. Please reference the help box next to each field on the registration form. This will help avoid system errors.

## 7. Q: Who do I contact if I want to change my insurance coverage?

Your insurance agent. He can discuss and advise you on coverage needs and questions. The contact name and phone number of your agent can be found at the top left corner of the Declaration page of your policy. Upon login, it can be found above the policy information near the top of your screen.

## 8. Q: Who do I contact if I have questions about an open claim?

Call ASI at 866-ASI-LOSS and ask to speak with the adjuster assigned to your claim.

## 9. Q: How do I change my pay plan options?

Contact your agent to make the request. The contact name and phone number of your agent can be found at the top left corner of the Declaration Page of your policy. Upon login, it can be found above the policy information near the top of your screen.

## 10. Q: What payment methods do you accept?

We accept personal checks (U.S. banks), MasterCard, and Visa.

## 11. Q: How do I cancel my policy?

Submit a written and signed request to your agent. Be sure to note the date of cancellation.



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## 12. Q: How do I electronically sign my policy?

You must log in to the policyholder website to complete the electronic signature process. If this is your first time logging in, complete the registration process before proceeding. Once you are logged in, you will be prompted to eSign; if you choose to complete eSignature at a later time, you can access it by clicking the “eSIGNATURE REQUIRED” link in green near the bottom left of your screen.

## 13. Q: Can I pay multiple policies at one time?

You can view all policies linked to your user name. Once logged in, our policyholder website requires you to make payments for each policy separately.

## 14. Q: How do I file a claim?

- Call: 866-ASI-LOSS
- Report a claim online: [www.americanstrategic.com](http://www.americanstrategic.com)
- Email: [Claims@americanstrategic.com](mailto:Claims@americanstrategic.com)
- Fax: 866-249-9787

## 15. Q: How do I reset my password?

Go to the policyholder website login page. Type in your user name and click on the link that says “I forgot my password” to reset it; this link is visible beneath the Login button.