

Neptune is here to help get you back on your feet. This document guides you through the claims process.

KEY POINTS:

Above all, **Stay Safe**. Do not enter your property if unsafe.

There are 3 steps to receive your claim payment.

Details of each step are below.

This process can take up to 12 weeks or longer during extreme events.

1. **Report** the claim
2. **Adjustment** of the claim
3. **Payment** of the claim

A NOTE ON REPAIRS:

We want to help you recover as soon as possible. For your protection, Neptune does not provide repairs, nor can we recommend repair services. This is a “check and balance” that keeps the process fair and avoids “kickbacks” or other unethical practices.

DETAILS AND ROUGH TIMELINE

DAY 1: REPORT THE CLAIM

1. Call Neptune at 727-202-4815 or use our chatbot Poseidon on neptuneflood.com.

When calling in to report your claim, press 1 for claims.

2. When you call, you will speak with a representative of Peninsula Insurance Bureau. If you use our chatbot Poseidon, a representative from Peninsula Insurance Bureau will reach out to you to continue to claims process. As much as Neptune would like to help get you paid, the use of a third-party flood claims expert is for your protection - it keeps the process objective and transparent.

If your property is unsafe, do not enter your property. Describe the damage from a distance. Only a rough description is needed at this point.

IMPORTANT INFORMATION TO HAVE READY:

- Policy number
- Insured name
- Insured phone number
- Insured property address
- Description of damage

3. Next Business Day: Account manager assigned.

After you call, Peninsula will assign you an account manager. Your account manager will then contact you to discuss your claim. From this step forward, your account manager from Peninsula will be your main point of contact for updates on your claim.

In most cases you will hear from the account manager the next business day. If it has been more than two business days, contact tpa@pibadjusters.com.

WEEK 1 TO 2: CLAIM ADJUSTMENT

1. Schedule your adjuster visit

An adjuster will contact you to schedule a visit to your property. Be sure to answer the phone and schedule the visit as soon as possible so your claim can proceed. Please be aware, following significant catastrophic events the availability of a claims adjuster could be delayed. Your claim is important to us and we will do as much as we can to get an adjuster to you as soon as possible.

2. Document the damage

Take photos as soon as practical and definitely before removing any items or making any temporary repairs.

Safety First! Don't enter the property if it isn't safe.

3. Prevent further damage

Take steps to prevent further damage to the property. It's not only common sense, it's also your responsibility. Your Duties After Loss are outlined in your policy documents.

Examples of actions to prevent further damage:

- Remove soaked carpet to prevent mold
- Sweep or vacuum up any remaining water
- Be sure to keep receipts for any repairs you pay for. Follow-on damage is excluded from coverage!

TIP:

Separate damaged and undamaged property so the adjuster may examine it, but don't remove items from the premises.

4. Adjuster Visit

During the visit, the adjuster will examine the damage, take photos, make notes, and speak with you. Be sure to show the adjuster any clean-up or temporary repairs you already did. The adjuster will let you know what you can remove from the property.

WEEK 4 OR LONGER: CLAIM PAYMENT

1. Claim Amount Determined

Back at the office, the adjuster will calculate the financial losses caused by the damage covered by your policy. This can take 2 or more weeks from the time of the visit. During this time, the adjuster may need to contact you again to ask more questions.

2. Claim Settlement

The adjuster will submit the claim to the insurer for review and approval.

3. Payment

If the claim is approved, your payment will be scheduled.

FREQUENTLY ASKED QUESTIONS

- **How do I find my policy documents?**

If you have an agent, they will have access to your policy documents. You can also access your policy on neptuneflood.com/login or by using our chatbot Poseidon on neptuneflood.com

- **Who do I contact when I need to report a claim?**

You can report a claim using our chatbot Poseidon on neptuneflood.com or by calling 727-202-4815.

- **Who can update me on my claim status?**

Your assigned account manager from Peninsula Insurance Bureau can provide status updates on your claim process. Once an account manager is assigned, you will work directly with them for your claim process going forward.

- **Can I make repairs on my property before an adjuster visits?**

You are responsible to prevent further damage. This includes any reasonable and necessary repairs to protect the property and keeping an accurate record of repair expenses. A full description of your Duties After Loss are included in your policy documents.

- **What is my agent's role in the claims process?**

Your agent can provide guidance on the claim process. However, you are required to be the main point of contact with the account manager and the adjuster. You are also required to be present when the adjuster visits your property, and to sign any documents related to the claim.

- **What is Neptune's role in the claims process?**

Neptune sells policies on behalf of insurance companies. This means once a claim is filed, it is the insurance company's responsibility to handle your claim via Peninsula Insurance Bureau. This is for your protection, to keep the process objective and fair. Neptune can help connect you with Peninsula and is responsible for reviewing the underwriting of your policy at the time of claim.

- **Will Neptune send someone to help clean up my property?**

No. Insurance is a financial contract, so we do not provide services to remediate or repair damage. Peninsula Insurance Bureau also cannot recommend clean-up services or contractor services. The role of the adjuster is to assess the damage and submit their findings to the insurer for review. Your role as the property owner is to protect your property from further damage and make the necessary repairs.

1. PROPERLY INSURE YOUR CUSTOMERS.

\$250,000 is not enough coverage when a \$1 million house or commercial building is destroyed by flooding. Neptune offers up to \$4,000,000 of building coverage, so take advantage of our higher limits (remember - the NFIP only goes to \$250,000 on residential buildings and \$500,000 on commercial buildings).

2. BUY TEMPORARY LIVING EXPENSES COVERAGE.

We hear from countless agents that their customers complain when they find out they do not have Temporary Living Expenses coverage. When one is flooded out of their home, knowing that the hotel room will be reimbursed can be very comforting. Neptune offers optional Temporary Living Expenses coverage of up to \$20,000 for just a small up-charge.

3. FLOOD ZONE DOES NOT MATTER (OR THEY ARE WRONG, THANKS FEMA).

Offer Neptune flood insurance to every customer, even if the property is not in a mandatory flood zone. While Hurricane Ida in 2021 started as a coastal storm when it hit Louisiana, huge amounts of the damage were inland and resulted in 12% of Neptune's claims being in X zones. With climate change, inland flooding is becoming more and more frequent.

4. IF YOUR CUSTOMER HAS A BASEMENT, SAY SO.

Neptune's policy follows the NFIP reformation rules, so if a undisclosed basement (or different foundation type) is discovered during the claims process, additional premium may be due. That's not a conversation you want to have with your customer. Make sure you select the right foundation type and answer YES if there is a basement.

5. CONDO UNIT OWNERS SHOULD ALWAYS BUY THEIR OWN POLICY.

Condominium buildings often carry what is referred to as RCBAP flood insurance, but that only covers to the drywall of the unit. RCBAP coverage will not cover personal property and internal unit elements. It's inexpensive coverage that can give great peace of mind.

Faster. Easier. Better.

ADDITIONAL COVERAGES TO PROTECT YOUR CLIENT

Building coverage up to \$4,000,000 and Contents coverage up to \$500,000 with an option to add additional coverages to protect assets not covered in the National Flood Insurance Program (NFIP):

TEMPORARY LIVING EXPENSES (UP TO \$20,000)

If your customer is unable to live in the building, we will reimburse 75% of covered temporary living expenses incurred, up to the selected \$10,000 or \$20,000 limit of coverage.

REPLACEMENT COST ON CONTENTS

Contents are paid out as actual cash value (ACV). If your customer would like the claim settled for the replacement cost of the items at the time of the loss without depreciation, add this extra protection.

BASEMENT CONTENTS (UP TO \$10,000)

Expands the list of covered basement contents not included in a standard policy.

UNATTACHED STRUCTURES (UP TO \$100,000)

Neptune will pay up to the limit purchased for all unattached structures combined, excluding residential, commercial, and farming structures. This limit is in addition to Building Coverage.

POOL REPAIR AND REFILL (UP TO \$20,000)

The NFIP specifically excludes coverage for swimming pools. With this endorsement, Neptune will cover in-ground swimming pool repair & refill costs.

LOSS OF RENTAL INCOME (UP TO \$20,000)

If your client owns a rental property, protect the investment with up to \$20,000 in rental loss if the property becomes uninhabitable due to flooding.

ELIGIBILITY

- 1-4 family dwelling, including condos for unit owners

INELIGIBILITY

- Properties with more than one flood loss, or a flood loss greater than \$25,000
- Manufactured or mobile homes
- Buildings located partially or entirely in, on, or over water
- CBRA properties

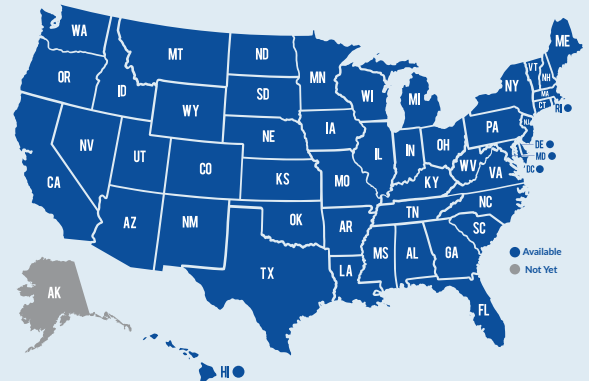
SUPPORT@NEPTUNEFLOOD.COM

USE OUR DIGITAL CHATBOT POSEIDON 24/7

for FAQs, payments, endorsements, and more.

THE COMPARISON	NEPTUNE Residential Flood	NFIP Residential Flood
Building Coverage	\$4,000,000	\$250,000
Contents Coverage	\$500,000	\$100,000
Additional Coverage	Temporary Living Expenses, Replacement Cost on Contents, Basement Contents, Unattached Structures, Pool Repair & Refill, Loss of Rents	N/A
Elevation Certificate	OPTIONAL	OPTIONAL
Waiting Period	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.

COVERAGE MAP



AVAILABLE DEDUCTIBLES

\$1,000 | \$1,250 | \$2,000
\$5,000 | \$10,000 | \$25,000

In each flood loss, the deductible amount applies separately to Building Coverage and Contents Coverage.

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ADDITIONAL COVERAGES TO PROTECT YOUR BUSINESS

Building coverage up to \$4,000,000 and Contents coverage up to \$500,000 with an option to add additional coverages to protect assets not covered in the National Flood Insurance Program (NFIP):

BUSINESS INTERRUPTION (UP TO \$50,000)

The business is covered up to \$50,000 in eligible expenses for up to 50 days after a 14-day waiting period.

REPLACEMENT COST ON BUILDING

Contents are paid out as actual cash value. A claim will be settled for the replacement cost of the building at the time of the loss without depreciation.

BASEMENT CONTENTS (UP TO \$10,000)

Expands the list of covered basement contents not included in a standard policy.

POOL REPAIR AND REFILL (UP TO \$20,000)

The NFIP specifically excludes coverage for swimming pools. Neptune will cover in-ground swimming pool repair and refill costs.

ELIGIBILITY

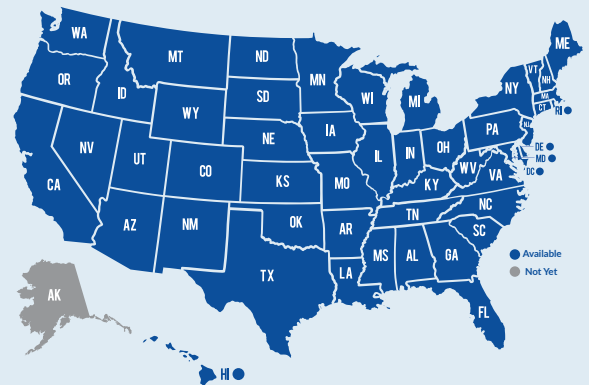
- Non-residential risks
- Building square footage:
 - A & X Zones: No minimum, 100,000 maximum square footage
 - V Zone: No minimum, maximum 25,000 square feet

Note: based on entire building square footage, not only the occupied or leased/rented space

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THE COMPARISON	NEPTUNE Commercial Flood	NFIP Commercial Flood
Building Coverage	\$4,000,000	\$500,000
Contents Coverage	\$500,000	\$500,000
Additional Coverage	Business Interruption, Replacement Cost on Building, Basement Contents, Pool Repair & Refill	N/A
Elevation Certificate	OPTIONAL	OPTIONAL
Waiting Period	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.

COVERAGE MAP



AVAILABLE DEDUCTIBLES

\$1,250 | \$2,000 | \$5,000
\$10,000 | \$25,000 | \$50,000

In each flood loss, the deductible amount applies separately to Building Coverage and Contents Coverage.

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APARTMENTS: GET MORE NOW!

Building coverage up to \$4,000,000 and Contents coverage up to \$500,000 with an option to add additional coverages to protect assets not covered in the National Flood Insurance Program (NFIP):

LOSS OF RENTAL INCOME

(UP TO \$500,000)

Protect the investment with \$500,000 of coverage after a 14-day waiting period.

REPLACEMENT COST ON BUILDING

Contents are paid out as actual cash value. A claim will be settled for the replacement cost of the building at the time of the loss without depreciation.

BASEMENT CONTENTS

(UP TO \$10,000)

Expands the list of covered basement contents not included in a standard policy.

POOL REPAIR AND REFILL

(UP TO \$20,000)

The NFIP specifically excludes coverage for swimming pools. Neptune will cover in-ground swimming pool repair & refill costs.

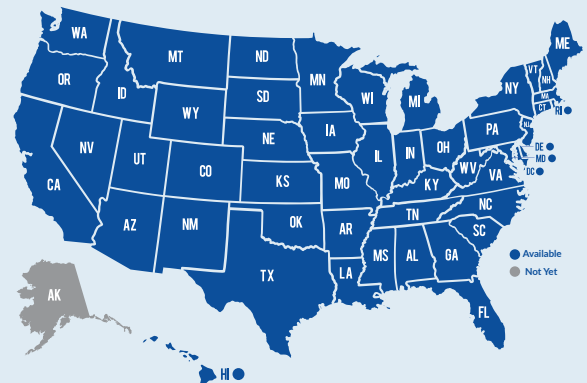
ELIGIBILITY

- Maximum of 80 units per building
- 1-10 units: \$50,000 minimum per unit
- 11-80 units: \$500,000 minimum per building

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THE COMPARISON	NEPTUNE Flood	NFIP Flood
Building Coverage	\$4,000,000 per building	\$500,000 per building
Contents Coverage	\$500,000	\$100,000
Additional Coverage	Loss of Rental Income, Replacement Cost on Building, Basement Contents, Pool Repair & Refill	N/A
Elevation Certificate	OPTIONAL	OPTIONAL
Waiting Period	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.

COVERAGE MAP



AVAILABLE DEDUCTIBLES

\$1,250 | \$2,000 | \$5,000
\$10,000 | \$25,000 | \$50,000

In each flood loss, the deductible amount applies separately to Building Coverage and Contents Coverage.

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Multiple-Location Accounts

While Neptune agents always have the option to quote each building in the agent portal, our team is here to assist with multi-location accounts.

Send in your Statement of Values and our team will send back quote numbers and premiums.

QUOTING MULTIPLE LOCATIONS

Our team is here to help you quote multi-location accounts with ease. Whether it is new business or an NFIP renewal, Neptune can quickly provide you with quotes on RCBAP, apartments, hotels, motels, inns, and more.

ELIGIBILITY

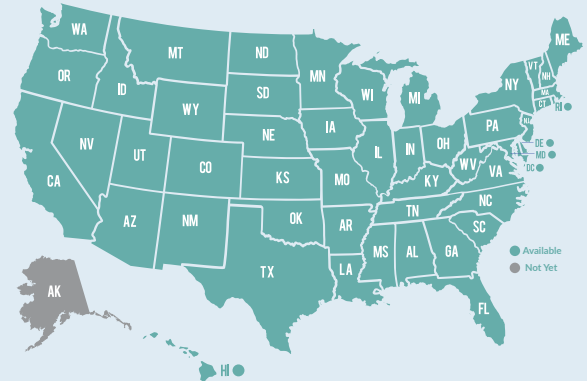
- Exclusive service for accounts with 5+ buildings
- Must provide Statement of Values that includes address, coverage amounts, number of units, and stories
- If each building has the same address (ex. "Building A"), then provide a map showing where each building is located

THINGS TO KNOW

- Up to \$4,000,000 of coverage per building (one building per policy - multiple buildings/ policies allowed)
- RCBAP:
 - \$100,000 minimum building coverage per unit
 - \$10,000,000 per building
 - Maximum of 100 units per building
- Residential Commercial:
 - 1-10 Units: \$50,000 minimum per unit
 - 11-80 Units: \$500,000 minimum per building
 - Maximum of 80 units per building

THE COMPARISON	NEPTUNE Flood	NFIP Flood
Building Coverage	Commercial \$4,000,000 RCBAP \$10,000,000	Commercial \$500,000 per building RCBAP \$100,000 per unit
Contents Coverage	Commercial \$500,000 RCBAP \$500,000	Commercial \$500,000 RCBAP \$100,000
Elevation Certificate	NO	OPTIONAL
Waiting Period	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.

COVERAGE MAP



AVAILABLE DEDUCTIBLES

\$1,250 | \$2,000 | \$5,000
\$10,000 | \$25,000 | \$50,000

In each flood loss, the deductible amount applies separately to Building coverage and Contents coverage.

READY TO GET STARTED?

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ADDITIONAL COVERAGES TO PROTECT YOUR CONDOMINIUM BUILDING

Building coverage up to \$10,000,000 and Contents coverage up to \$500,000, with an option to add additional coverages to protect condominium building assets not covered in the National Flood Insurance Program (NFIP):

BASEMENT CONTENTS (UP TO \$10,000)

Expand the list of covered basement contents not included in a standard policy.

POOL REPAIR AND REFILL (UP TO \$20,000)

The NFIP specifically excludes coverage for swimming pools. Neptune will cover in-ground swimming pool repair and refill costs.

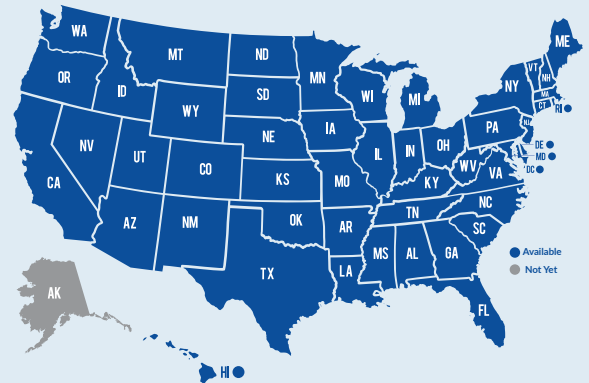
ELIGIBILITY

- Contents under RCBAP must be in the covered residential condominium building and owned by the unit owners in common or owned by the association solely and used for the business of the association.
- Exclusively for condo form of ownership
- Maximum of 100 units per building
- Minimum of \$100,000 coverage per unit

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THE COMPARISON	NEPTUNE RCBAP Flood	NFIP RCBAP Flood
Building Coverage	\$10,000,000 per unit \$10,000,000 per building	\$250,000 per unit/per building Not Available
Contents Coverage	\$500,000	\$100,000
Additional Coverage	Basement Contents, Pool Repair & Refill	N/A
Elevation Certificate	OPTIONAL	OPTIONAL
Waiting Period	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.	No wait on real estate closing or rollovers from another flood policy. Otherwise, 10 days.

COVERAGE MAP



AVAILABLE DEDUCTIBLES

\$1,250 | \$2,000 | \$5,000
\$10,000 | \$25,000 | \$50,000

In each flood loss, the deductible amount applies separately to Building Coverage and Contents Coverage.

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