

April 2024

Upcoming Flood Insurance Quoting Outage
Please reference the message below, provided by Taurus Flood:

Important Notification – FEMA’s Pivot Production Maintenance

During FEMA’s Production Maintenance, access to Pivot, including the Rating Engine and transaction submissions, will not be available from Thursday, April 25, 2024 starting at 12 pm ET through Sunday, April 28, 2024. Pivot will be online and ready for business on Monday, April 29, 2024 at 8 am ET. We encourage you to quote and process transactions before the outage.

AGENT IMPACT

Take a moment to familiarize yourself with the functionality that will be available to you and your agency during the outage.

New Quotes

- New Quotes will use Provisional Rates during this time. Agents can sign and submit the provisional rated applications and payments as normal.

After FEMA's Production Maintenance is complete, agents can go back to the provisionally rated quote and update the quote to obtain a property specific premium by selecting Save & Rate. The "Save & Rate" tab is at the right side of the quote screen.

Existing Quotes

- Agents can sign the application and submit payments as normal on quotes created prior to the outage. If changes are made to the quote or application during the outage, provisional rates will be applied to the updated premium.

Renewals

- Renewals received during the outage will be issued after FEMA's production maintenance is complete.

Endorsements & Cancellations

- Endorsements and Cancellations must be submitted prior to the start of the outage on Thursday, April 25th, or after the Production Maintenance is complete on Monday, April 29th.

Claims

- Claims processing and Filing a Claim are not impacted by this outage.