

Claims Directory – Flood

All claims are reported directly to the carrier unless otherwise stated below
Last Updated: August 2026

First Insurance Risk Management Services (FiRMS)

Claim Reporting

Phone: (808) 527-7199

Email: flood@ficoh.com



Flood Agency Contact

Contact: Danny Taniguchi

Email: daniel.taniguchi@ficoh.com

Third-Party Administrator Claims

Email: ficohcs@torrentcorp.com

Phone: (888) 481-1154

Island Insurance – Taurus Flood

National Flood Insurance Program (NFIP)

Claim Reporting

Claims Phone: (800) 759-8656



First Notice of Loss (FNOL)

Agents may file a claim online using the Odyssey platform login:

Online: www.island.agent.odysseynext.com/help

Philadelphia Insurance Companies (PHLY)

National Flood Insurance Program (NFIP) Flood



Claim Reporting

Claim Email: N/A

Claim Phone: (888) 200-5603

Claim Reporting Websites

Agents: www.phlyflood.torrentflood.com

Insureds: www.phlyflood.manageflood.com

Claims Directory – Flood

All claims are reported directly to the carrier unless otherwise stated below
Last Updated: August 2026

Selective Insurance

Claim Reporting

Online: www.customer.myselectiveflood.com/claim/findpolicy

Email: floodclaims@selective.com

Phone: (877) 348-0552

Fax: (877) 647-1798



Additional Flood Claim Information

Selective Flood Claims:

www.selective.com/for-individuals/flood-insurance/flood-claim-information

Short Overview of the Claims Process:

www.youtube.com/watch?v=QLJFDI9vsUY

Wright Flood

Claim Reporting

Online: www.wrightflood.net/login

Phone: (800) 725-9472

Fax: (877) 270-4329

Text: (727) 777-7066



Online Reporting Instructions

When using the online portal, select "Guest" to open a claim.

Text Reporting Instructions

To open a claim by text, send the word "Claim" along with your policy number to (727) 777-7066.

Once the claim has been filed, you may obtain a status update by texting the word "Status."