

The Importance of a Business Continuity Program

When a powerful earthquake rocked northeast Japan in March 2011, it reminded us how important disaster recovery plans are to all businesses. Most disasters don't have a global impact like the one in Japan but the point is that disasters, whether acts of nature or man-made mishaps, can strike unexpectedly at any organization. Recovering from a catastrophe can be very demanding, expensive, and time consuming – especially for those who haven't taken preventative measures and preparations.

In today's economy, businesses are utterly dependent on their IT systems and any period of forced downtime can have a profound impact resulting in a loss of productivity. Natural or man-made disasters have the potential to severely disrupt all aspects of a business, particularly the technology systems that support business functions. Risk Managers understand the critical importance of an effective Business Continuity Program to minimize the effects of a disaster on their business.

LPS National Flood plays a key role in the loan process and is relied upon to provide

flood certifications without interruption. With the goal of ensuring minimal losses in the event of a disruptive event, LPS National Flood maintains a Disaster Recovery and Business Continuity Plan that provides a detailed script of the actions to be taken in the event of a disaster. High availability systems, which keep both data and systems replicated off-site, allow continuous access to systems and data. In fact, LPS sets and maintains an objective of 99.999% availability of critical systems.

Nothing mitigates disaster better than aggressive business continuity planning, testing, training and maintenance. LPS conducts a comprehensive, annual review of its' Business Continuity Program with backup systems and communication channels continually tested for readiness and operational integrity. Working in tandem, off-site recovery facilities and telecommunications recovery are designed and tested to produce a speedy restoration of service. Our clients can expect that critical systems will continue to operate, regardless of the circumstances of a particular disastrous event.



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Have a question or topic that you would like addressed in the *National Flood Observer*? Submit your suggestions to floodinfo@lpsvcs.com

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Elusive NFIP Reform

With all that is occurring in Washington, prospects for reform and reauthorization of the National Flood Insurance Program (NFIP) are uncertain. One thing that is clear to those in the Administration and Congress is the need for the NFIP to be reformed and placed on sounder financial footing. President Obama has voiced support for House legislation that would reauthorize the National Flood Insurance Plan for five years – and reduce subsidies on 30 percent of the homes insured through the program over five years. Ben McKay, Senior Vice President of federal-government relations for the Property Casualty Insurers Association of America, says that, “We are pleased that the President identified the NFIP as a key federal program that can contribute to deficit reduction... The President’s plan calls for the NFIP to charge actuarially sound rates to address the program’s staggering debt.”

Without the Congress acting to reauthorize the NFIP by September 30, 2011, the program would have expired, making the purchase of flood insurance temporarily unavailable. At the time of this writing, it appears most likely that Congress will pass a short term extension allowing time to work on reform and a long term extension of the NFIP, possibly three to five years. It’s important to keep in mind that nothing is certain at this time beyond the September 30 deadline. As always, stay tuned.

For more information regarding this deadline, visit <http://www.fema.gov/pdf/nfip/w-11084.pdf>.

A Comprehensive LOS to Meet Changing Industry Needs

Not all loan origination systems are alike. The size of a mortgage operation impacts the technical support required to process mortgage loans as well as the resources available to support the system. Lender Processing Services (LPS) now offers two distinct loan origination platforms – Empower® and PCLender.

LPS Empower is a state-of-the-art, enterprise-wide loan origination platform with highly configurable functionality needed to originate higher volumes of loans. Using this single system, lenders can customize workflows to help eliminate manual-entry errors and the need for duplication entry associated with multiple systems. Empower offers scalability and flexibility that allows lenders to better automate and control their demanding operating environment.

PCLender is the system of choice for lenders in need of a system that requires fewer resources to implement and maintain. PCLender offers a cost-effective hosted solution for smaller and mid-sized mortgage companies, credit unions and community banks. With feature-rich functionality, every day processes are streamlined, replacing error-prone manual processes.

Investing in technology does not always mean investing in technical support. PCLender allows lenders to eliminate the cost of hardware ownership and

costly upgrades; simplify and accelerate system implementation; and benefit from enhanced security and a centralized data repository.

PCLender provides greater security and controls to help ensure regulatory compliance with minimal system support. PCLender is an easy-to-use and highly scalable loan origination system, an ideal platform to help reduce technological complexity and investment costs.

PCLender’s solutions provide:

- Speedy implementation
- Variable cost structures
- Greater scalability
- Supports Consumer direct, Retail, and wholesale business channels
- Imaging and e-sign capability
- Centralized database
- Integrated reporting
- Secondary marketing capabilities

Both of LPS’ technologies are fully-hosted ASP solutions, providing greater efficiencies, controls and security options for the mortgage lending industry. For more information visit PCLender.com or contact PCLender.Marketing@lpsvcs.com to request assessment for the PCLender enterprise lending software solution.

For information on Empower, go to www.lpsvcs.com/Products/Mortgage/Origination/LoanOriginationSystem/Empower

Meet Our Talented Customer Service Staff

At one time or another, most of our clients have spoken with our customer service department. Customer satisfaction is our top priority at LPS National Flood and we recognize that the quality of our work depends on the quality of our people. We have a great group with a history of dedication and commitment. In order to connect a face with a name and a voice, we thought it would be fun to introduce you to our fabulous customer service staff:



Front Row: Rae, Amanda, Alice, Lincoln, Marie
Back Row: Sasha, Holly – Supervisor, Sophia – Manager, Ryan – Supervisor, Jessica, Lisa

Customer Service Representatives at LPS complete a formal training program to gain a thorough understanding of the flood determination and work flow processes. Customer service workshops and one on one mentoring are focused on quality standards, attention to detail and team building. When asked how she motivates and retains customer service reps, our Customer Service Manager, Sophia Napier replied, “It’s important to challenge, recognize and reward my staff in a variety of ways including employee of the month, gift cards, parties and a display of outstanding customer service surveys. In fact, our average tenure is 8 years. We’re proud of maintaining hold times of less than 10 seconds and receiving the highest rating on customer service surveys 97% of the time.”

Our goal is to meet and exceed customer service level agreements and our client’s expectations. We’re always appreciative of our client’s feedback and positive comments. Please contact us anytime at **(800) 833-6347 option 2** or **flood@lpsvcs.com**

WebCert – Our Easy to Use On-Line Application

www.lpsnationalflood.com

Did you know that our online flood application, WebCert, offers “real time” processing of most Customer Service functions? Rather than calling or emailing our Customer Service department, WebCert allows on-line processing of address corrections, disputes,

recertifications, and life of loan functions including upgrades, payoffs and servicing transfers. Most address corrections are processed immediately with a certificate available for printing within seconds.

To gain access to our online flood application please contact Customer Service at flood@lpsvcs.com or by calling **(800) 833-6347 option 2**.

