

National Flood Observer

Spring 2012

A Quarterly Newsletter from LPS National Flood



1521 N Cooper St | 4th Floor
Arlington, TX 76011

Lender Customer Phone Number:
(800) 833-6347

Insurance Customer Phone Number:
(877) 436-8353

Hours of Operation:
M-F 7:00am to 9:00pm, Central

Customer Service:
Press "2" at voice prompt
flood@lpsvcs.com

Technical Support:
Press "3" at voice prompt
floodsupport@lpsvcs.com

Product Information:
Press "4" at voice prompt
floodinfo@lpsvcs.com



NFC 2012

The 29th Annual National Flood Conference will be held in Austin, Texas, May 6-9 at the Hilton Austin on 4th Street. The NFC Conference provides education, workshops, speakers and network opportunities.

In addition, the conference will cover the most relevant and up-to-date topics related to the flood industry. This year's speakers include:

Erwann Michel-Kerjan, Managing Director, Risk Management and Decision Processes Center Wharton School in Philadelphia, PA.

Professor Dan Anderson, Professor, Risk Management and Insurance, Author University of Wisconsin at Madison, WI.

Steve H. Murdock, Ph.D., Allyn R. and Gladys M. Cline Professor of Sociology at Rice University in Houston, Texas.

As in previous years, LPS National Flood will have a presence in the exhibit hall. Please stop by our booth to say hello and pick up a token of our appreciation. This is also a great opportunity to ask any questions you might have about LPS National Flood products, or NFIP compliance questions in general.

LPS National Flood is looking forward to meeting with all our customers and business partners that attend this conference. Up to date information regarding the conference and schedule can be found at <http://www.nfipiservice.com/nfc2012/generalinfo.html>.

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

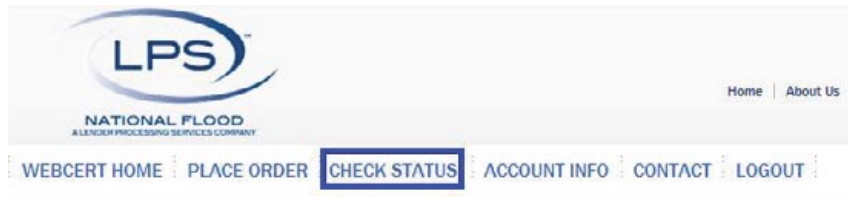
www.lpsnationalflood.com

Online Order Corrections

Did you know our website has an order corrections option? Simple changes to an order can instantly be made. As well, more significant changes like, address amendments, can be requested using the order corrections option. To find this option simply locate your order using "Check Status" and search for your order. Once you locate your order, click "View Details" then scroll down and select the "Correct Order" option. Please edit only the fields you desire to change, you are

not required to fill out each field. If you correct the Address, City, State, or Zip field your order may be subject to manual research. To request a county change, you must fill in at least the City field and County field. Please also add the county name in the legal field. Take note, you may want to add an APN or legal description to assist with the requested changes. If you have any questions, you can contact Customer Service at **800-833-6347 Opt 2** or **flood@lpsvcs.com**.

Check Status



View Details

Select	Order Number	Ordered By	LoanNum	Borrower Name
<input type="checkbox"/>	2092975042 View Details	N/A	201112 tt1211820028	Test3 Test3

Correct Order

- [View/Print Certification](#)
- [Create New Order](#)
- [View Order Status](#)
- [Correct Order](#)
- [Recertify Order](#)
- [Servicing Transfer](#)
- [Discontinue Tracking](#)
- [View/Print Servicing Certification](#)



Corrected Information

Ordered By:

Loan Number:

Loan Amount:

Phone Number:

Fax Number:

Borrower: First Last

OR Company Name (if applicable):

Address:

City, ST, ZIP: . .

County:

Legal:

These fields can be instantly corrected.

New Answers to Questions About the NFIP

In March of 2011, FEMA published updated *Answers to Questions about the NFIP*. According to FEMA, *this booklet is intended to acquaint the public with the National Flood Insurance Program (NFIP)*. Despite the highly technical nature of the Program, there has been a deliberate effort to minimize the use of technical terms. This publication is designed for readers who do not need a detailed history or refined technical or legal explanations, but who do need a basic understanding of the Program and the answers to some frequently asked questions. Readers who need legal definitions should refer to the Standard Flood Insurance Policy and to NFIP and related regulations. You can order this booklet and other items from the FEMA Distribution Center by calling 1-800-480-2520. The new pamphlet can be found in the FEMA online library at <http://www.fema.gov/library/viewRecord.do?id=1404>.



Letter of Map Amendment (LOMA) Process

Although FEMA uses the most accurate flood hazard information available, limitations of scale or topographic definition of the source maps used to prepare the FIRM may cause small areas that are at or above the flood elevation to be inadvertently shown within the SFHA boundaries. Also, the placement of fill may elevate small areas within the SFHA boundaries to an elevation at or above the flood elevation. When this happens, structures or parcels of land may be inadvertently included in the SFHA on the FIRM.

For such situations, the property owner or lessee may apply for a Letter of Map Amendment (LOMA). LOMAs are documents issued by FEMA that officially remove a property and/or structure from the SFHA. To obtain a LOMA, the applicant must submit mapping and survey data for the property, much of which is available from the municipality in which the property is located (e.g., the City Hall, County Courthouse, etc.). In most cases, the applicant will need to hire a land surveyor to prepare an Elevation Certificate for the property. Upon receiving a complete application, FEMA normally completes its review in 4 to 6 weeks.

For a LOMA to be issued removing the structure from the SFHA, National Flood Insurance Program (NFIP) regulations require that the lowest adjacent grade (the lowest ground touching the structure) be at or above the 1% annual chance flood elevation. To remove the entire lot, the lowest point on the lot must be at or above the 1% annual chance flood elevation. There is no fee for FEMA's review of a LOMA request, but the requester of a LOMA is responsible for providing all the information needed for FEMA's review of the request, including elevation information certified by a licensed land surveyor or professional engineer.

The following items should be submitted in support of all LOMA/eLOMA applications:

1. A copy of a recorded Plat Map for the property or a copy of the recorded deed for the property and a copy of the local tax assessor's map of the neighborhood in question (or other map which shows both property lines and local roads and watercourses).

2. An Elevation Certificate (EC) or other certified elevation survey.

The issuance of a LOMA/eLOMA eliminates the Federal flood insurance purchase requirement as a condition of Federal or federally backed financing; however, the mortgage lender retains the prerogative to require flood insurance as a condition of providing financing, regardless of the location of the structure.

eLOMA PROCEDURE

- Client provides EC, recorded deed with the recordation stamp and request for eLOMA to the Dispute department via email: flood.disputes@lpsvcs.com or fax: (866) 743-1773
- LPS eLOMA specialist will enter the mandatory information into the eLOMA tool
- LPS will return the results to client once received from FEMA

EXPECTED TURN TIME

LPS will return the final eLOMA results within 10 business days of receipt of the request. This turn time includes 5 business days if the file is selected to be audited by FEMA.

If you would like assistance in completing a LOMA application from a Map Specialist, you may call the FEMA Map Assistance Center toll-free at 1-877-FEMA MAP (1-877-336-2627). Agents are available 8:00am to 7:30pm Eastern Standard Time, Monday through Friday.

Reports

Did you know that LPS National Flood has the ability to set up standard recurring subscriptions for any date range, including daily, weekly, monthly and quarterly? Formats include excel, text, XML, CSV, TIFF, PDF and Web.

Our most popular report is the **Special Flood Hazard Area (SFHA) Report**. This report includes all orders placed for any given date range requiring flood insurance. Other popular reports are:

Activity Report: Includes the number of flood certificates ordered, the number of completed orders, and the number of open orders for any given date range. Output includes all borrower, flood zone and turn time information. The Activity Report also includes a Time Service Summary based on number of certificates ordered.

Automation Rates: Provides Automation Rates by Region or By Custnum, and using both IN and OUT numbers.

Time Service Delay Report: Orders that were issued Time Service Delay



Notifications. Details include borrower information and what additional information is required.

Cancelled Orders: Provides orders completed and cancelled before billed.

Open Orders: Provides open and delayed orders for any given date range. Output includes borrower information as well as the reason for the delay.

Customer Summary: Manual and automation rates for a specific date range.

If you are interested in receiving any of these reports on a recurring basis, please email flood@lpsvcs.com. Please specify which report you are interested in and provide your account number.

The Standard Flood Hazard Determination Form (SFHDF)

The SFHDF carries a current expiration date of December 31, 2011. However, since the updated SFHDA has not yet been released, FEMA has posted instructions to continue using the expired form until the revised version is approved. As of now we

are not certain if there will be any significant changes or when the new form will be available. For more information, periodically check the following website: <http://www.fema.gov/library/viewRecord.do?id=1394>