

National Flood Observer

A Quarterly Newsletter from LPS National Flood

A Momentous Year

As 2008 nears its close, we reflect on the monumental events of the year, including an historic election and challenges faced by the financial sector, which have caused many of us to reassess business and personal priorities. All of us at LPS National Flood are mindful that these challenges

present opportunities for growth and process improvement so that we may more effectively support the needs of our clients. We wish to express our deepest gratitude to our many loyal customers this Holiday Season and we look forward to contributing further to your success in 2009!



Lender Processing Services – One Source, Powerful Solutions



By now, most people are aware of the spin off and formation of Lender Processing Services (LPS) from Fidelity National Information Services. LPS has an impressive track record of transforming how lenders and servicers do business. Just some of

the service offerings from LPS are:

- Loan origination services
- Industry-leading servicing technology
- Integrated data and analytics tools
- Default management
- Fraud prevention tools

More than 1,000 financial institutions including 39 of the nation's top 50 largest banks rely on LPS' comprehensive offerings and award winning services to power their businesses. For more detailed information, please visit: www.lpsvcs.com



NATIONAL FLOOD
A LENDER PROCESSING SERVICES COMPANY

**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**

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

Quick “Flood Compliance” Tips to Update Your Portfolio

- ◆ Notify LPS National Flood promptly of paid-in-full, service-transferred and cancelled loans. This can be done with ease on www.lpsnationalflood.com or via a regular file exchange with our Life of Loan Servicing Department.
- ◆ Maintain current account information by notifying LPS National Flood of changes in address, phone, fax, email or contact name. This will ensure FEMA Map Revision updates are communicated to the correct group or individual. To make changes, go to www.lpsnationalflood.com and select the Account Info tab. If you prefer, you may email us at flood@lpsvcs.com or telephone our helpful Customer Service team at **800-833-6347 option 2**.
- ◆ Request a “Special Flood Hazard Area” Report [SFHA] which will provide a list of all completed orders that have been identified as being located in a SFHA. Auditors frequently request this report and it is a great way to monitor your loans that require flood insurance. LPS National Flood has the ability to automatically email SFHA reports on a daily, weekly, monthly or quarterly basis. To be added to the distribution list, please email your account number, report frequency preference and contact information to flood@lpsvcs.com
- ◆ Performing an annual flood audit will ensure that your portfolio is up to date and it will make your Office of the Comptroller of Currency [OCC] exams go much smoother.



OnePointCity – A Single Point for Multiple Products



OnePointCity is an Internet based platform that offers one-stop for ordering multiple settlement products and services. Users save time by avoiding additional data entry while utilizing one location for receiving completed orders and for order tracking. OnePointCity was established in 1994 and has made many improvements over the years to adapt to the industry today.

OnePointCity offers many required products such as Flood Certifications,

Credit Reports, Automated Valuation Models (AVM), Broker Price Opinions/ Valuations, Property Reports and Closing Products, Mortgage Loan Reports and Property Tax Information.

As of this fall, OnePointCity has a new look! Visit us at www.onepointcity.com or call **(866) 764-6855** for more information about our products and services, vendor partners and to request a trial account.

FEMA Re-maps Communities Affected by Hurricanes Katrina and Rita



Many have inquired about FEMA's progress in remapping counties and parishes that were impacted by hurricanes Katrina & Rita. For 2008, the only communities with new Flood Insurance Rate Maps (FIRM) issued are East Baton Rouge Parish, LA and Liberty County, TX. Both sets of maps became effective on May 5, 2008.

Most of the impacted counties and parishes have planned releases of new maps in 2009 and 2010. Whether they are released when expected is dependent on the communities adopting the new maps without significant appeals. FEMA's list includes the following:



2009 Planned Release:

- LA CALCASIEU PARISH
- LA CAMERON PARISH
- LA IBERIA PARISH
- LA JEFFERSON PARISH
- LA LAFAYETTE PARISH
- LA LAFOURCHE PARISH
- LA LIVINGSTON PARISH
- LA ORLEANS PARISH
- LA PLAQUEMINES PARISH
- LA ST. MARY PARISH
- LA ST. TAMMANY PARISH
- LA TERREBONNE PARISH
- LA VERMILION PARISH

- MS HANCOCK COUNTY
- MS HARRISON COUNTY
- MS JEFFERSON COUNTY

2010 Planned Release:

- LA ACADIA PARISH
- LA ALLEN PARISH
- LA EVANGELINE PARISH
- LA JEFFERSON DAVIS PARISH
- LA ST. LANDRY PARISH
- LA ST. MARTIN PARISH
- LA WEST BATON ROUGE PARISH

- TX CHAMBERS COUNTY
- TX GALVESTON COUNTY
- TX HARDIN COUNTY
- TX JEFFERSON COUNTY
- TX ORANGE COUNTY

Use of FEMA Form 81-93 Extended

The current FEMA Form 81-93, Standard Flood Hazard Determination Form (SFHDF) was set to expire October 31, 2008. FEMA has posted a notice on their website that provides guidance for continued use of the current SFHDF until the updated form has been published

<http://www.fema.gov/business/nfip/sfhdfform.shtm>.

FEMA has also granted a six month grace period for implementation after the new form and its revisions have been approved. This will provide LPS National



FEMA

Flood with ample time to make the necessary changes. We will provide additional updates as they become available. In the interim, please contact Customer Service at **(800) 833-6347 option 2** or flood@lpsvcs.com with any questions.