

# SERVICELINK FLOOD OBSERVER



## What Is Keeping Us Busy

This year is off to a great start here at ServiceLink Flood. In addition to providing our clients with Flood Zone Determinations and Portfolio Services, we have kept busy with our annual Toy and Food Drive, American Red Cross Supply Drive, New Year's Revolution Challenge and Heart Health Awareness Month. Doug Bashore, West Region Manager, and Diane Puckett, Account Manager, organized our annual Toy and Food drive for Mission Arlington. The Flood division has diligently held this annual Toy and Food drive for the past 11 years with great success. Mission Arlington is a non-profit organization that helps people in the Dallas-Fort Worth Metroplex with meals, school supplies, clothing, medical and dental services and much more. Mission Arlington has a Christmas store that provided gifts to more than 30,000 children this year. This year's employee contributions provided many families in need with toys and food during the holiday season. The annual Toy and Food drive has become a tradition we look forward to having every year.



To help the local Red Cross organization "restock" after the December tornados in North Texas, ServiceLink Flood employees donated items such as flip flops, travel size shampoo and toothpaste and small washrags.

To continue to promote employee wellness, ServiceLink also created the New Year's Revolution Challenge, where ServiceLink challenged its employees to increase their exercise and improve nutrition. Since beginning our fitness initiatives in the summer, success stories continue to develop, as one employee has lost 61 pounds, while another reached her goal by shedding 38 pounds.

We look forward to continue to work with you in 2016 and look forward to seeing some of you at the National Flood Conference in Washington, DC in May. More information regarding this upcoming conference can be found on page 2.

## News From ServiceLink Flood

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## ServiceLink Flood Champion Award

Each quarter, ServiceLink provides all its employees with the opportunity to nominate one of their co-workers for the Champion Award. These individuals have been recognized by their peers for their "Consider it Done" attitude, going above and beyond normal work responsibilities, and providing outstanding "Serve First" customer service, both internally and externally. Evan Page, Midwest Region Researcher, has been awarded the Champion Award for the fourth quarter of 2015 for extraordinary performance. Please join us in congratulating Evan as he is truly an example to all!

*"Evan's tremendous work ethic is nothing like I have ever seen out of an employee. Evan, without question, will step up and take charge of the department when situations arise when any management within the department is out. Evan will make sure the employees in the department are well stocked with incoming orders and will stop what he is doing to answer any questions any of his co-workers have. His attitude has always been putting his co-workers first before his own. Evan always puts the customer needs first. His positive attitude with the customers makes sure that whatever need arises, those needs are addressed and resolved in a timely manner."*



## 2016 National Flood Conference

*The annual National Flood Conference is scheduled for May 15-18, 2016 in Washington, D.C. at the Crystal Gateway Marriott. Attendees include agents, insurers, underwriters, legal and claims, floodplain managers, lenders, servicers and government agencies including FEMA representatives. The program will include many different topics, including 2017 NFIP Reauthorization, Claims, Training and Lender Issues. In addition to learning everything about flood compliance, legislation, insurance and floodplain management, there will be plenty of opportunity to network and meet with vendors and industry experts. For more information regarding the conference, registration and hotel accommodations [click here](#).*

*If you are interested in attending the conference, have additional questions or would like to set up a meeting, please contact your ServiceLink representative or Natascha DeVries at (817) 462-1101 or [natascha.devries@svclnk.com](mailto:natascha.devries@svclnk.com).*



## From a Corporate Perspective

As the premier national provider of transaction services to the mortgage and finance industries, ServiceLink helps clients in the lending industry and beyond achieve their strategic goals, realize greater efficiencies and better serve their customers. ServiceLink delivers best-in-class technology, services and insight with a relentless commitment to upholding the highest standards of quality, compliance and service. ServiceLink is committed to leveraging the unique capabilities of our people, our processes and our technology.

We are proud of our employees. With an experienced, innovative leadership team at the helm, ServiceLink is focused on attracting, retaining and developing talent in every discipline in our organization. We ensure the right talent is dedicated to the right account, training teams of client-focused specialists who become an extension of the client. Our Serve First culture is what differentiates us and provides an outstanding experience for our employees, our clients and their customers. It also is what guides our outreach to the communities we serve and our environmental stewardship.

We focus on quality and compliance throughout all our processes. Our clients have confidence in our reliability and integrity to get the job done efficiently and effectively, ensuring that their businesses will operate at peak performance while mitigating risk.

Our investment in technology is unmatched. ServiceLink utilizes best-in-class technology to revolutionize the industry and help our clients enhance the borrower's experience, increase productivity and reduce costs.



ServiceLink is proud to support organizations that make a positive difference within our communities. Through the efforts of our employees, we support a number of organizations that promote the health and well-being of others and our communities. ServiceLink is dedicated to promoting environmental sustainability, and provides employees the opportunity to make a positive impact on the environment while they are at work. We encourage all employees to be proactive in using smart work habits that promote a more sustainable way of doing business.

For more information on how we can expand our partnership, please visit [svclnk.com](http://svclnk.com).

## Future Flood Map Revisions

The below list represents the upcoming FEMA flood map updates being released in April 2016.

Effective Date	County	State
4/5/2016	San Diego County	CA
	Geary County	KS
	Bullitt County	KY
	Bowman County	ND
	Colfax County	NE
	Lancaster County	PA
4/19/2016	Prowers County	CO
	Calhoun County	IA
	Marion County	IN
	Harford County	MD
	Marquette County	MI
	Granite County	MT
	Pembina County	ND
	Summit County	OH

For a complete list of FEMA flood map revisions for 2015/2016, visit the "Resources" tab at [ServiceLinkNationalFlood.com](http://ServiceLinkNationalFlood.com).

For more information regarding your portfolio, please contact our Life of Loan department by emailing [LOLServicing@svclnk.com](mailto:LOLServicing@svclnk.com) or by calling customer service at 800.833.6347, option 2.

## Contact ServiceLink Flood for More Information:

**1521 N. Cooper St. • 4th Floor • Arlington, Texas 76011**

Lender Customer: 800.833.6347

Insurance Customer: 877.436.8353

### Hours of Operation

Monday – Friday,  
7:00 a.m. – 9:00 p.m. Central

### Customer Service

Press 2 at voice prompt

[Flood@svclnk.com](mailto:Flood@svclnk.com)

### Technical Support

Press 3 at voice prompt

[FloodSupport@svclnk.com](mailto:FloodSupport@svclnk.com)

### Product Information

Press 4 at voice prompt

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