

# SERVICELINK FLOOD OBSERVER



## 2016 National Flood Conference

ServiceLink Flood was proud to attend and sponsor the 2016 National Flood Conference held in Washington, D.C., from May 15-18. This annual conference is a great opportunity for all stakeholders interested in the National Flood Insurance Program (NFIP) to get together and discuss what is important and what are considered key issues. As stated on the website, the 2016 NFC provides attendees the latest information of value to agents, insurers, underwriters, legal and claims professionals, floodplain managers, lenders and flood servicers. The conference was informative and sold out quickly. For more information [click here](#).

During the conference, ServiceLink Flood was excited to host the event "A Monumental Evening." The Occidental Seafood and Grill served amazing food on the 8th floor of the adjoining building. Our dining room opened onto a terrace with a grand view of the Washington Monument. After dinner, a trolley from Old Town Trolley drove our guests to the Marine Corps War Memorial (better known as the Iwo Jima Memorial) and the Lincoln Memorial where we were afforded time to explore and take photos. We also traveled by several other memorials and were entertained by our driver's stories about each. The entire evening was monumental, and we would like to thank our current clients, partners and potential clients for helping to make our event possible.

– Written by Karen Whitaker

## News From ServiceLink Flood

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*Pictured from left to right: Mark Reedy, Jennifer Haun, Natascha DeVries, Ericka Rutherford, Karen Whitaker, Laura Hosler and Mike Hanson.*

## Staying in Shape

As covered in previous newsletters, last year, ServiceLink purchased FitBits for all employees interested in tracking their daily steps. Many of our employees signed up and accepted the challenge of being more active. Some of us took up Crossfit, while others started to walk, joined a gym, or started taking exercise classes such as Jazzercise. There also is a core group of avid bike riders. They meet a few times a week to either mountain bike or road bike after work. They also enter into races together and challenge each other physically, and to buy better bikes. They have rules, and take them very seriously (Google: "Velominati Rules"). A few weeks ago, while visiting the Arlington office, I decided to join this dedicated group of guys on their Monday ride. We road about 30 miles at a park right by work and I had an absolute blast. Since my ride, I have purchased a bike, joined a group and found myself a new hobby. I am not the only one who has decided to take on new challenges. Our compliance manager, Jennifer Haun, has discovered Crossfit, while Karen Whitaker, Executive Assistant took up bike riding, as well. Mike Hanson, Senior Vice President, started to run using the couch to 5K app and has since completed several half marathons. When you work in an office, it is easy to forget to move, and to sit behind your desk the entire day. ServiceLink continues to motivate its employees to move at least every few hours and we all continue to support each other's fitness goals.

– Written by Natascha DeVries



Left to Right: Tom Cannon,  
Natascha DeVries & Mark Bennett



Mike Heath

## Business Continuity

Did you know that the ServiceLink Flood Disaster Recovery plan accounts for the ability to recover 100 percent of its business functions in case of an event? Customer-facing applications, web applications and automated determination processes accounting for 95 percent of the daily origination volume can be recovered at any one of three data centers, located in three different counties within North Texas.

- ▶ All three facilities utilize completely separate and distinct power grids.
- ▶ All communication is fault tolerant and redundant.
  - Multiple T1 communication lines
  - Multiple T1 data lines
- ▶ All servers and communications are on UPS

The datacenter in Collin County provides us with the physical environment necessary to keep our servers up and running 24 hours a day, 7 days a week.

These facilities are designed with:

- ▶ Raised floors
- ▶ HVAC temperature control systems with separate cooling zones
- ▶ Seismically braced racks

Physical security features:

- ▶ State-of-the-art smoke detection and fire suppression systems
- ▶ Multi-layered security backed by:
  - Biometric palm scans
  - Digital surveillance
  - 4x7x365 on premise guards
  - Motion sensors
  - Video camera surveillance
  - Security breach alarms
- ▶ The datacenter utilizes fully meshed and redundant networks, predictive monitoring (for not only full monitoring but analysis on potential areas of future concern) and provides 99.99 percent availability.

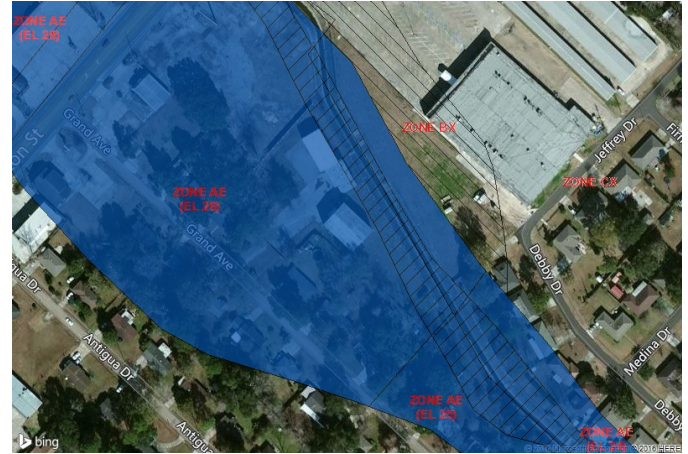


## Master Certificate with Schedule

ServiceLink Flood has developed an exclusive product named Master Certificate with Schedule (MCS) to address Flood Zone Determinations for complex properties with multiple structures and other large parcels. Depending on the property, the MCS product includes a schedule identifying each of the structures by number and listing its respective flood zone information, a structure map showing the location, and an exhibit to clarify the relationship between the flood zones and the structures. Each request for MCS is placed utilizing a mutually agreed upon ordering method such as ServiceLink Flood's website or an XML interface.

A senior researcher will review each order and return the following:

- ▶ If there are no Subject Structures, a Single Subject Structure, or multiple Subject Structures located on the Subject Property and all Subject Structures are in a single flood zone, but entirely out of an SFHA, vendor will generate a single certification with the following language in the comment section: "Section II.B.4 applies to any buildings on property described in Sec. I.2."
  - ▶ If there are multiple Subject Structures located on the Subject Property and all Subject Structures are in a single SFHA, vendor will generate an MCS.
- ▶ If there are multiple Subject Structures located on the Subject Property and the Subject Structures are in multiple flood zones, but all Subject Structures are out of an SFHA, vendor will generate an MCS.
  - ▶ If there are multiple Subject Structures located on the Subject Property, the Subject Structures are in multiple flood zones, and at least one flood zone is an SFHA, vendor will generate an MCS.
- For more information, please contact Sales Support at (800) 833-6347 option 4 or [floodinfo@svclnk.com](mailto:floodinfo@svclnk.com)



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at (800) 833-6347 option 4 or [floodinfo@svclnk.com](mailto:floodinfo@svclnk.com).

<b>Standard Flood Hazard Determination Structure Schedule</b>	
Borrower Name: Anyone LLC	Order Number: 2106467544
Determination Address: 109 GRAND AVE LAFAYETTE, LA 70503-4636 LAFAYETTE PARISH	Customer Name: BANK OF XYZ  Date of Determination: 04/21/2016

The following structures are located at the address indicated above and are included on the attached ServiceLink National Flood Determination

FOR BANK OF XYZ USE ONLY													
Structure Number	Flood Zone	BFE	In an SFHA	Community Number	Panel Number	Map Date	LOMC Date	LOMC Case#	CRRA Date	Participation Status	Ins Tracking		
											Required	Reason	Notes
1	AE	26	Yes	220101	22055C0045G	01/19/1996				Regular Program	Yes	None	
2	AE	26	Yes	220101	22055C0045G	01/19/1996				Regular Program	Yes	None	
3	AE	26	Yes	220101	22055C0045G	01/19/1996				Regular Program	Yes	None	Modular Office

## Future Flood Map Revisions

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

Effective Date	County	State
7/6/2016	Dona Ana County	NM
	Knox County	ME
	Middlesex County	MA
	Morehouse Parish	LA
7/20/2016	Mercer	NJ
	Hancock	ME
	Dukes	MA
	Talbot County	MD
	Marion County	MO
	Trinity County	CA

For a complete list of FEMA flood map revisions for 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

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

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