

SERVICELINK FLOOD OBSERVER



News From ServiceLink Flood

Q1 | 2017

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(information on page 2).

As 2017 is well on its way, we are seeing an increase in loan volume, have hired additional employees and are excited to attend the upcoming Flood Conference in Washington DC (information on page 2). Our division is located in Arlington, Texas only a few blocks from the Dallas Cowboys and the Texas Rangers. In January we raffled off two tickets for one lucky employee to attend the Green Bay Packers game, in February we celebrated Valentine's Day and in March we celebrated Employee Appreciation Day by bringing in lunch for everyone as well as gifts and prizes.

ServiceLink employees nationwide had the opportunity to participate in the Feel Like a Million Challenge. A 6 week challenge that "will have you focus on simple actions in five core areas - fitness, nutrition, balance, purpose and potpourri (unrelated, yet important activities like resting, expressing gratitude and volunteering)." As an added bonus, all employees received fruit delivery to enjoy a healthy snack. Two employees reached an amazing 25 years of service, Eddie Puckett and Mike Hanson. Eddie manages our Life of Loan department and Mike Hanson is our Senior Vice President. Both started with ServiceLink back when there was no database and all flood zone determinations were hand written and faxed or mailed. Congratulations to both for playing such an important role in our journey to become one of the largest flood vendors in the industry.



Upcoming Flood Conferences



The National Flood Determination Association (NFDA) will have its 20th annual conference in Scottsdale, Arizona, Sunday March 26 to Tuesday, March 28. According to the NFDA website, the conference is a casual business event that provides an open forum for discussing current flood-related issues with industry experts. The NFDA is a nonprofit organization recognized as the voice of the flood determination industry that promotes flood guidelines of standards and ethics, creates awareness and understanding and delivers a collective member voice for legislative and regulatory issues. For more information visit www.nfda flood.com. The Association of State Floodplain Managers (ASFPM) is having its annual conference in Kansas City, Missouri April 30 to May 5, 2017. According to its website, the ASFPM annual conference is recognized as the most important floodplain conference in the United States year after year. With more than 120 speakers and 1,200 participants, they are the national conferences all community, state and federal floodplain managers plan to attend. And because of that, many of the most important consulting firms and product vendors associated with floodplain management attend.

For more information visit www.floods.org. ServiceLink National Flood will be attending the 2017 PCI National Flood Conference April 30 to May 3, 2017 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 visit <http://pcievents.cvent.com/events/national-flood-conference/event-summary-9660fa146118425d954bc878593588aa.aspx>. 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

FEMA Flood Map Service Center

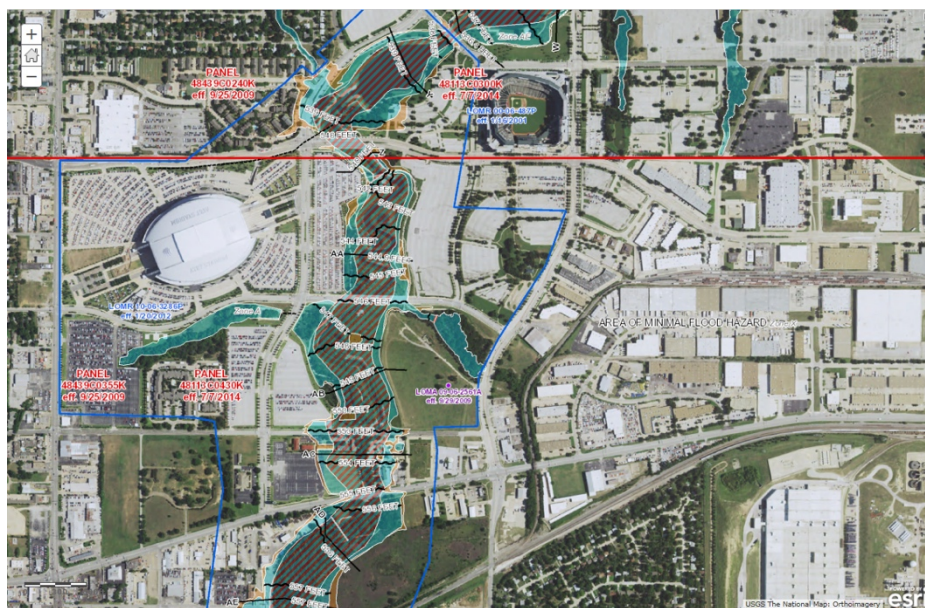
Did you know that 80% of all FEMA flood maps are available for viewing online? The FEMA Flood Map Service Center (MSC) is the official public source for flood hazard information produced in support of the National Flood Insurance Program (NFIP). The website, www.msc.fema.gov allows for individual searches by address, place or longitude/latitude coordinates. It can be utilized to find your official flood map to better understand your flood risk. The Flood Insurance Rate Map (FIRM), when available, will show if flood insurance is required and/or available. The digital image will indicate Letter of Map Changes where applicable. The complete range of products available on the MSC website includes, Regulatory Mapping Products, Regulatory Product Status, Flood Map Tools and Non-Regulatory Products:

Regulatory Mapping Products: Flood Insurance Rate Map (FIRM), Flood Insurance Study (FIS), Letters of Map Changes (LOMC) and GIS Databases.

Regulatory Product Status: Preliminary, Pending, Historic and Effective Products

Flood Map Tools: Basic Map-Viewing Tools, Interactive Map, and Advanced Map-Viewing Tools

Non-Regulatory Products: Flood Risk Products (FRP) and Hazus. Hazus is a nationally applicable standardized methodology that contains models for estimating potential losses from earthquakes, floods and hurricanes. Hazus uses GIS technology to estimate physical, economic and social impacts of disasters.



Future Flood Map Revisions

The below list represents the upcoming FEMA flood map revisions scheduled for April 2017.

Effective Date County State

Effective Date	County	State
4/5/2017	Adair County	IA
	Adams County	IA
	Guthrie County	IA
	Taylor County	IA
	Jackson County	OR
	Davidson County	TN
	Willacy County	TX
4/19/2017	Riverside County	CA
	Marion County	FL
	Carroll County	GA
	Harris County	GA
	Heard County	GA
	Muscogee County	GA
	Troup County	GA
	Page County	IA
	St. Mary Parish	LA
	Olmsted County	MN
	Roseau County	MN
	Boone County	MO

For a complete list of FEMA flood map revisions for 2017, visit the “Resources” tab at www.ServiceLinkNationalFlood.com. For more information regarding your portfolio, please contact our Life of Loan department by emailing LOLServicing@svclnk.com or by calling customer service at 800.833.6347, option 2.

**Contact ServiceLink National Flood for
More Information:**

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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

Technical Support

Press 3 at voice prompt
FloodSupport@svclnk.com

Product Information

Press 4 at voice prompt
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Account Management
Natascha DeVries, VP x21101
Mark Schnellinger, VP x21110
Diane Puckett x21103
Juli Geer x21106
Lisa Koenig x21109
Lisa George x21102
Dana Sattler x21107
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