

SERVICELINK FLOOD OBSERVER



A New Year

As another year has passed, we want to take a moment to thank all our customers and vendors for another successful year at our Flood Division. All of us at ServiceLink National Flood appreciate the opportunity to work with you.

The last quarter of 2017 was busy as we celebrated the rebranding of our ServiceLink logo.



This new logo ties us more closely with the overall FNF brand while maintaining the recognizable visual elements of our prior logo. Also, our predominantly blue color palette further aligns us with our parent company while still providing us our own company identity. This look allows us to continue to communicate our leading position in the industry – particularly in the areas of technology, innovation and service.

News From ServiceLink Flood

Q4 | 2017

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We provided flu shots for all our employees, a Halloween costume contest, a Fall Festival meal, ice cream to celebrate rebranding, and “Health for the Holidays” online challenge. In addition, ServiceLink offered each employee a 50% discount on a Weight Watchers membership and a free Jumpstarter Kit. Together we raised \$25,973 for the Folded Flag Foundation, and our division collected food and toys for our local charity: Shepard of Life’s Food Pantry. This organization helps support our local community including the neighborhoods surrounding our building and provides food for over 200 individuals per week. Here is to a healthy, happy, and peaceful 2018.

We Are Moving!

This year the Arlington Flood Operation will be relocating. We will be moving into the J.P. Morgan Chase Tower at 500 E. Border St. in Arlington, which is only 2.5 miles away from our current office and is across the street from the University of Texas at Arlington campus.

The Chase Tower is the premier office building in Arlington and features an onsite deli and a brand new 6500 square foot workout facility. Our new home is surrounded by the UTA campus and numerous restaurants. I hope you all share our excitement about starting this new chapter in our company's history.

The next two months will be very busy preparing for and executing our first move in over 25 years. We are only moving our physical location, our systems and data will continue to be housed at our Tier 3 data

center. The move will occur during off hours and our customers will experience no interruption in our service. We will provide additional information in the next few months so the appropriate disclosure documents are updated with our new physical address. The data center and accounting office information will remain the same.



National Flood Insurance Program (NFIP) Expiration

The National Flood Insurance Program is set to expire unless Congress and the President pass appropriation legislation, which would fund government agencies and operations, causing a government shutdown. A government shutdown typically affects non-essential government employees (i.e. National Parks), most federal agencies would close and hundreds of thousands of government workers would be furloughed. Federal workers deemed "essential" such as national security operations and law enforcement agency remain up and running. Social Security benefits will not be impacted, however, all National Parks and other federal sites such as the Statue of Liberty will remain closed during a shutdown. The NFIP program expiring would affect LOMA appeals, map/panel changes, and new policies. If the NFIP program expires without reauthorization, it will be business as usual for ServiceLink National Flood. We will continue to provide Life of Loan Flood Zone Determinations without any interruption in service. Historically, these shutdowns have lasted less than a week, if they happen at all. The largest impact will be due to no new insurance policies which may delay mortgage closings.

Future Flood Map Revisions

The below list represents the upcoming FEMA flood map revisions scheduled for January and early February 2018.

| Effective Date | County | State | |
|----------------|--------------------|------------------|----|
| 1/5/2018 | Glynn County | GA | |
| | Habersham County | GA | |
| | White County | GA | |
| | Beauregard Parish | LA | |
| | Minnehaha County | SD | |
| 1/19/2018 | Gilchrist County | FL | |
| | Montgomery County | NY | |
| | Jackson County | OR | |
| | Chambers County | TX | |
| | Liberty County | TX | |
| | San Jacinto County | TX | |
| | Clark County | WA | |
| | 2/2/2018 | Jefferson Parish | LA |
| | 2/16/2018 | Appanoose County | IA |
| Clarke County | | IA | |
| Decatur County | | IA | |
| Lucas County | | IA | |
| Marion County | | IA | |
| Monroe County | | IA | |
| Wayne County | | IA | |
| | Cameron County | TX | |

For a complete list of FEMA flood map revisions for 2018, 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 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

Technical Support

Press 3 at voice prompt

FloodSupport@svclnk.com

Product Information

Press 4 at voice prompt

FloodInfo@svclnk.com

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 |
| Kim Kastor | x21111 |