SERVICELINK FLOOD
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WE HAVE MOVED!

The last few months have kept us busy moving into our amazing new office, located in the heart of Arlington, Texas, close to the Cowboy and Ranger stadiums. We spent a year preparing for the move to ensure minimal impact to our customers and employees. The move occurred during off hours and only included our physical location. Our systems and data continues to be housed at our Tier III data center and our accounting office information remains the same.   Our new home is surrounded by the UTA campus and numerous restaurants. The cleanup of our old office resulted in a few trips down memory lane, including the below photo of our Senior Vice President in our old lobby 20 years ago when we were still known as National Flood Information Services.

When we moved into our old office back in December of 1992, all determinations were completed manually. We experienced extreme growth in the early 90s as banks and mortgage companies started outsourcing the flood process due to new flood regulations that included life of loan monitoring. We worked many late hours and weekends, had many pizza parties, and developed life-long friendships as we grew into one of the largest flood zone determination companies in the nation. Most of our senior management team is comprised of individuals who started back in the 90s and many have worked together for over 25 years. As we start this new chapter, we look forward to another successful year!

Our new address is 500 E. Border St, 3rd Floor, Arlington, TX, 76010.

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Flood@svclnk.com

800.833.6347 | servicelinknationalflood.com

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TRANSPORT LAYER SECURITY (TLS) 1.0 AND 1.1 SUNSETTING

Transport Layer Security (TSL) is a standard developed by the Internet Engineering Task Force (ITEF) that aims to minimize the risk of sensitive data being intercepted and used for malicious purposes during transmission over insecure networks. This protocol is seamlessly implemented behind the scenes in a wide variety of applications people use every day – from desktop web browsers to mobile applications. TLS works by creating a secure connection between the client and the provider server so that any data passed between them is protected. The Security Standards Council (PCI) suggests organizations to migrate from TLS1.0 to TLS 1.1 or higher before June 30, 2018. In compliance with corporate and industry standards, ServiceLink National Flood will no longer support Transport Layer Security (TLS) protocol 1.0 and 1.1.

The following are the critical dates that **we will no longer support any inbound connections using TLS 1.0 or 1.1** within our UAT and production environment:

- **UAT/Staging Environment: April 15, 2018 at 10:00 PM CT**

  Note: Following this date, clients not utilizing the TLS 1.2 protocol will be unable to conduct testing with the Flood UAT/ Staging environment.

- **Production Environment: May 31, 2018.**

  Note: Following this date, clients not utilizing the TLS 1.2 protocol will be unable to conduct business with the Flood Production environment.

IMPORTANT: If you are uncertain regarding the impact to your organization, we ask that you engage your internal IT groups regarding your level of readiness for this security requirement. If you determine you are unable to comply with the dates outlined above, please contact IT Support (800.833.6347) option 3 / floodsupport@svclnk.com or your Account Management representative with any questions or concerns.

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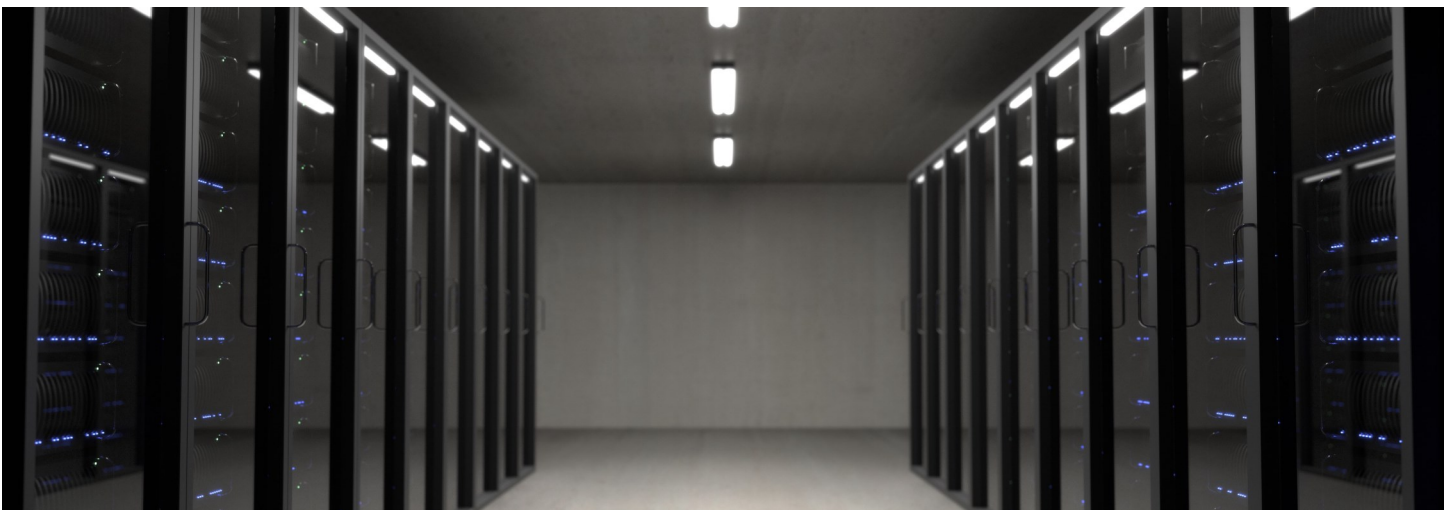
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CERTMAP UPDATE

In January, ServiceLink National Flood announced it added CertMap for all customers, when insurance is required, at no additional cost. In an effort to continue to enhance your customer experience, we hope you find CertMap a useful tool when insurance is required.

CertMap incorporates high resolution FEMA images, digital road layers and full color satellite and aerial images. This high quality PDF exhibit is appended to current flood certifications where flood insurance is required. This tool is helpful in illustrating why flood insurance is required resulting in fewer disputed determinations. Information detailing how to secure flood insurance is included. To opt out of CertMap, please email Customer Service at flood@svclnk.com or call (800) 833-6347 option 2 and include your account number and contact information.

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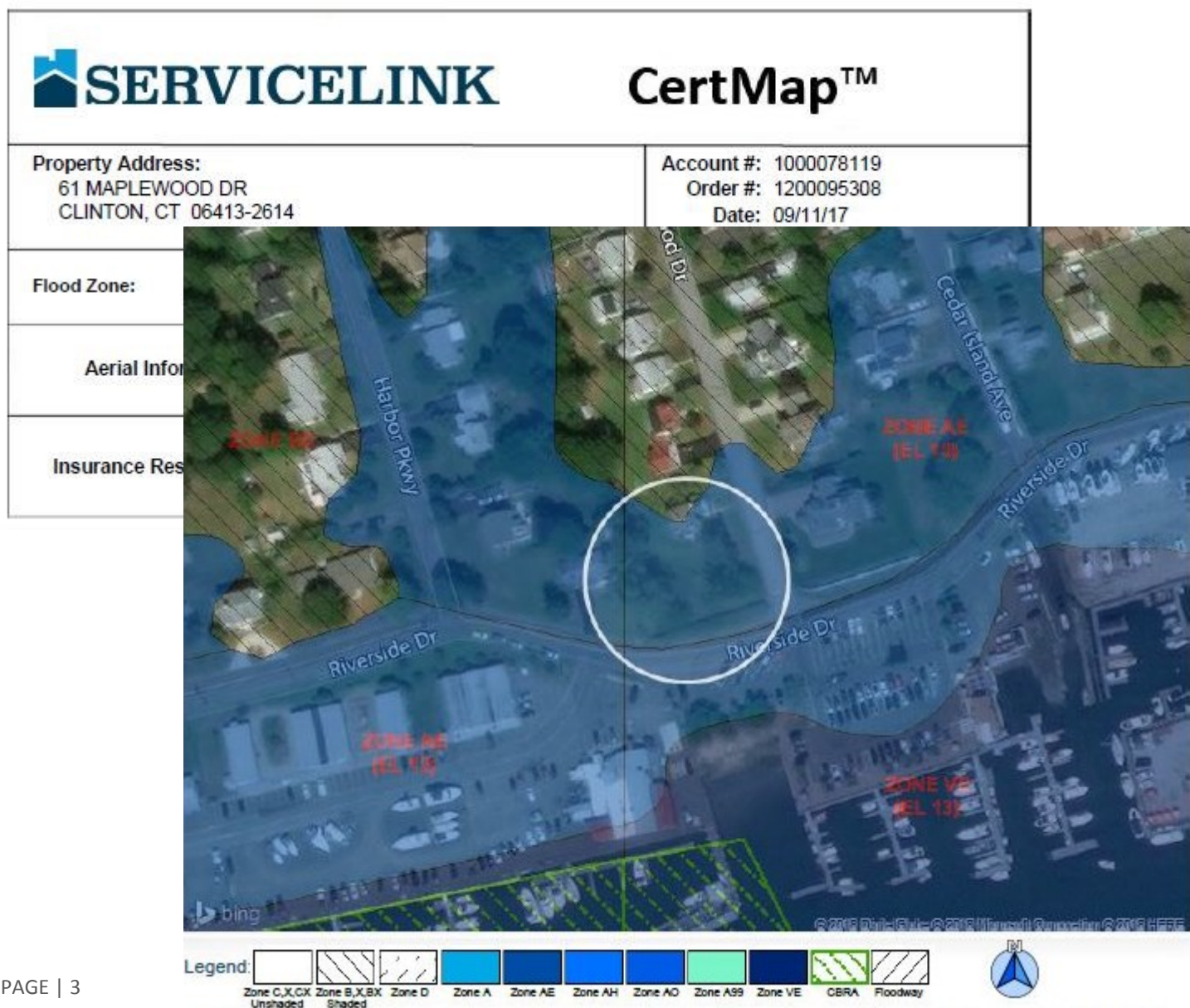
Future Flood Map Revisions

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

Effective Date	County	State
4/4/2018	Los Angeles County	CA
	Ventura County	CA
	Morgan County	CO
	Dawson County	GA
	Hall County	GA
	Lumpkin County	GA
	Davis County	IA
	Hancock County	IA
4/18/2018	Arapahoe County	CO
	Denver County	CO
	Dixie County	FL
	Saline County	KS
	Lyon County	KY
	Camden County	MO
	Miller County	MO
	Morgan County	MO

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:

500 E Border St. • 3rd Floor • Arlington, Texas 76010

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

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