

SERVICELINK FLOOD OBSERVER



ServiceLink Flood Update

Summer in Texas never disappoints when it comes to hotter than hot days, humidity and sun overload. To make this summer a little more tolerable, we hosted a summer picnic, brought in snow cones, and an ice cream truck for all Flood employees. Hot summers is one of the reasons why the Texas Rangers are building a brand new stadium right next to their old one. With a retractable roof, the Rangers hope to attract more visitors during the summer months. July and August will no longer deter fans from watching a game next year when the new stadium opens in time for the 2020 Major League Baseball season. Along with a new stadium comes Texas Live: an indoor/outdoor dining experience that includes world-class dining, a beer garden, and live entertainment. The stadium will hold 40,000 baseball fans. If you are interested in attending a game, please contact your account manager for additional information.



From left to right: Mark Bennett, Michael Russo, Jeron Gibson, Natascha DeVries, Tom Cannon, Greg Brady.

ServiceLink offers a race reimbursement program to all our employees. Every year a few of our employees attend a Texas “ride” of passage called “Hotter’n Hell Hundred.” Over 13,000 cyclists from across the US come to Wichita Falls for one of the oldest and largest cycling events around. The event includes the options to ride 10K, 25 miles, 50 miles, 100K, 75 miles or 100 miles. This year, the flood team consisted of 6 employees and one former employee and they all rode 100K (approximately 62 miles).

News From ServiceLink Flood

Q3 | 2019

Inside This Issue

- 1 SERVICELINK FLOOD UPDATE
- 2 NATIONAL FLOOD INSURANCE PROGRAM UPDATE
- 2 WEBCERT, SERVICELINK'S ONLINE FLOOD MANAGEMENT SYSTEM
- 3 ELEVATION CERTIFICATES
- 3 ACH PAYMENTS
- 4 FLOOD MAP REVISIONS

OBSERVER

National Flood Insurance Program Update

The National Flood Insurance Program (NFIP) is set to expire at midnight on September 30, 2019. If FEMA and Congress let the program lapse, FEMA stops selling and renewing flood insurance policies until an extension has been authorized. According to the National Association of Realtors, a lapse might impact approximately 40,000 home sale closings per month. On June 10, 2019, Congresswoman Maxine Waters introduced H.R. 3167; National Flood Insurance Program Reauthorization Act of 2019. Highlights include a five year extension, policy affordability, funding for the National Flood Mapping Program, and compliance coverage. For more information on this bill visit <https://congress.gov/bill/116th-congress/house-bill/3167/>. FEMA has always urged homeowners, renters and business owners to protect their investment from potential financial loss with an NFIP policy. As long as the home is within a participating community, you are eligible to purchase an NFIP policy. More than 20 percent of flood claims continue to originate from structures that fall outside of a Special Flood Hazard Area. According to the Center for Research on Environmental Decisions, floods are the most common natural disaster. To learn more about the program visit <https://www.floodsmart.gov/>

The current version of the Standard Flood Hazard Determination Form (SFHDF) has an expiration date of October 31, 2018 and the revised version is pending approval. The FEMA webpage will be updated with the revised version of the SFHDF once approved. The current version of the SFHDF is extended until further notice. For more information visit: <https://www.fema.gov/media-library/assets/documents/225>



FEMA



NATIONAL FLOOD INSURANCE PROGRAM

WebCert, ServiceLink's Online Flood Management System

WebCert is easy and efficient to use and allows our clients to order and manage flood zone determinations for their entire portfolio. Regardless of the original ordering method, WebCert allows users to view completed orders, process corrections, run reports, cancel life of loan tracking, service transfer and order disputes. For security reasons, never share your user name or password with other individuals. To set up individual users, please email the following information to flood@svclnk.com: Account Number, User First and Last Name, User Phone Number, User Email Address.



Elevation Certificates

In those cases where the structure is elevated above the Base Flood Elevation (BFE), the Elevation Certificate is a NFIP tool used to provide elevation information necessary to determine the proper insurance premium rates and to support requests for FEMA's Letter of Map Amendment (LOMA) or Letter of Map Revision based on fill (LOMR-F) for post-FIRM properties.

Locating a local licensed surveyor who is familiar with the Elevation Certificate form and requirements for its completion can be a challenge. Therefore, ServiceLink National Flood is facilitating the process for access to a **free quote** and easy means of obtaining an Elevation Certificate. Quotes are returned within 48 hours of request and completed Elevation Certificates are supplied within 7 – 10 business days (for standard service; 1 – 2 business days for rush service).

To receive a free Elevation Certificate quote, simply visit https://lender.floodapp.com/Content_Public/elevation_certs.aspx and complete the form. If you have questions about this service, contact us at flood@svclnk.com.

ACH Payments

In an effort to expedite payments, ServiceLink offers the ability to remit payment via ACH transfer. ACH payment is more efficient and faster than traditional invoice processing and reduced the number of hard copy checks and allows for quicker updates to your account. For more information or to be set up for ACH payments, contact FloodAccounting@svclnk.com and provide the following information:

ServiceLink Account Number

Lender Name

Contact Name

Phone Number

Email Address



Trusted Solutions from
ServiceLink National Flood

OBSERVER

Future Flood Map Revisions

ServiceLink’s FEMA Map Revision list is provided as a courtesy and compiled directly from the FEMA website. Our Life of Loan department has completed several hundred thousand map revision determinations so far this year. The below list represents the upcoming FEMA flood map revisions scheduled for September and October, 2019.

Effective Date	County	State
9/13/2019	Craig County	OK
	Delaware County	OK
	Mayes County	OK
	Ottawa	OK
9/27/2019	Matanuska-Susitna Borough	AK
	Pearl River County	MS
	Hancock County	MS
	Jasper County	SC
	Austin County	TX
10/18/2019	Hamilton County	IN
	Perry County	IN
	Lamar County	MS
	Marion County	MS
	Walthall County	MS
	Lincoln County	OR
	Marion County	OR
	Jasper County	SC
Austin County	TX	

For a complete list of FEMA flood map revisions for 2019, 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

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