

Flood Newsletter

Q2.2020

Mapping Business Continuity Through a Pandemic

Throughout the country, as states continue to relax COVID-19 stay-at-home restrictions and mortgage rates track at a record low, Americans are beginning to list their homes for sale again. As of mid-May, mortgage applications consistently rose 11% from a week earlier in the fourth-consecutive period of increases as buyers reentered the market.¹

In a time when homebuyer and seller behavior was most dramatically impacted by market fluxes and natural disasters, we must now factor the effects of a pandemic into the mortgage and lending equation.

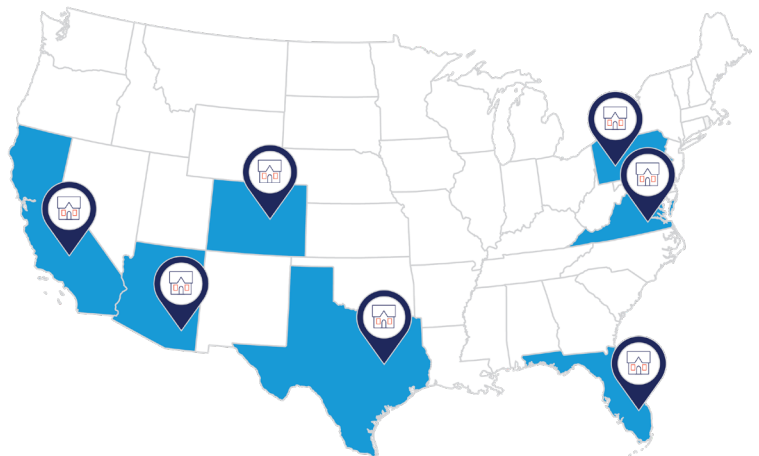
ServiceLink National Flood, working with lenders to provide accurate and reliable flood zone determination information in the mortgage and refinancing process, experienced both unprecedented trends and workflow challenges in the midst of the crisis.

“March into April this year was the highest volume month we’ve seen in our 28-year history,” says Mike Hanson, Senior Vice President of ServiceLink National Flood. “The market was booming in March. We already had a natural upswing in motion. Once the pandemic hit and the Fed established the rate drop to keep the economy afloat, we started to see a wave of refinancing and hardship loans.”

Perhaps the bigger story in the aftermath of those early days of the pandemic came as the ServiceLink National Flood faced the mandatory, government-imposed, work-from-home orders.

“About 90% of our daily volume is done in an automated fashion, tracking addresses and applying geospatial information to determine where they fall within the flood map – all within a matter of seconds,” says Hanson. “The remaining 10% of our work is manual determinations done by our team of more than eighty researchers. Many of these are instances of new construction or rural addresses that require additional information to make a reliable determination.”

When news of the need to shift all operations to employee homes came down on March 16th, Mike Hanson and his team quickly went to work. Thanks, in large part, to an active business continuity plan that ensures clients are never impacted by a power outage, Internet outage or catastrophic event, ServiceLink National Flood was able to act immediately. Over the course of five days, and with zero downtime, they had their entire team in place from their homes with the hardware needed to connect seamlessly back into the system.



“We had zero missed SLAs throughout the transition,” says Natascha DeVries, Vice President of Account Management at ServiceLink National Flood. “There was never a glitch in the system, because our business continuity plan is always in place. Much of our operation is based in Texas within a tornado zone. In a matter of seconds, we can have our team get to safety while calls are transferred to other locations. COVID put the system to the test and we clearly passed.”

ServiceLink National Flood maintains the most extensive business continuity program in the industry, including multiple hot sites, mobile recovery, and regular testing cycles. All core applications are housed in a Tier III datacenter with redundant networks, predictive monitoring, multiple power grids, backup generators, and 24/7 multi layered security.

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“While ServiceLink has always exceeded in its level of service for our customers, I have been particularly impressed with their response to the Covid-19 pandemic,” says Tim Armundson, an insurance manager with Wells Fargo Home Mortgage. “Not only have they increased in their service level performance but they’ve done it while supporting a 100% increase in flood certification volume over the course of 2020 as we support our customers through this difficult situation.”

Moving forward, ServiceLink National Flood is committed to continue serving lenders and their customers through their 100% domestic research to provide accurate and reliable flood zone determination information. Using the most current FEMA data, advanced technology and comprehensive, nationwide GIS coverage, ServiceLink delivers highly accurate flood determination reports – with one of the fastest turn-times in the industry – to help lenders maintain compliance with ever-changing federal regulations and guidelines.

1 Mortgage Bankers Association, Mortgage Applications Increase in Latest MBA Weekly Survey, May 13, 2020, Adam DeSanctis

ACH Payments

While working remote, many of our clients have expressed interest in the option to remit ACH payments. In an effort to expedite payments, ServiceLink National Flood, LLC would like to offer you the ability to submit your payments going forward via ACH transfer. This will benefit you, the customer as it will reduce the number of hard copy checks you are currently processing and will allow for quicker updates to your account.

The information below will allow you to set up ServiceLink National Flood for ACH payments.

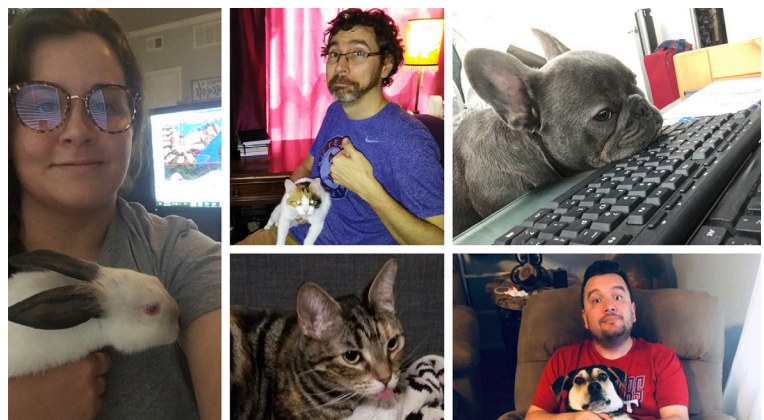
- ▶ US BANK Routing/Transit number: 091000022
- ▶ Bank Account number: 104790802300
- ▶ Credit To: ServiceLink National Flood, LLC

Please be sure to send detailed remittance in Excel or PDF format to FloodAccounting@svclnk.com prior to completing your ACH transfer. Invoice #'s and your Flood customer account number are required to ensure accurate application of funds. For more information, contact the ServiceLink National Flood, LLC Accounts Receivable Department: floodaccounting@svclnk.com or call (866) 854-8941.

Working from Home

All flood employees started working from home mid-March with little to no interruption to our Service Levels and order processing. We are so thankful to work with such a great group of people who genuinely care about each other. A few of us have been working together for over 25 years, so at this point we consider each other family. Did you know that our Flood office has expert “Work from Home” employees in Arizona, Ohio and California? It’s true! Some of us have been working from home for over 15 years! In the last few months we’ve shared our children, our pets, and extended family and we have taken the time to get to know each other at little more. We’ve had funny hat days, jersey days, and regular video conference meetings to check in with each other. Here are some of our favorite snap shots of the past few months. We had pictures of dogs, cats, rats, rabbits, guinea pigs, bearded dragons, and many more.

Pictured: Natascha’s dog in Account Management, Meredith’s cat in Compliance, Tim’s cat in IT, Jaydyn’s rabbit in the South Region and John’s dog in IT.



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Notice to Borrower

The Notice to Borrower informs the borrower that the property securing the mortgage loan is located in a special flood hazard area and the requirement to obtain the proper amount of flood insurance before the lender can close the loan. ServiceLink Flood has four options available for the Notice to Borrower:

- ▶ Only provide the Notice to Borrower when insurance is required
- ▶ Always provide the Notice to Borrower
- ▶ Never provide the Notice to Borrower (lender has its own version available)
- ▶ ServiceLink provides a custom Notice to Borrower (provided by the lender)

The Notice to Borrower is required when increasing, extending, or renewing a loan that requires flood insurance. The notice is required whether or not flood insurance is available, but the Notice is not required when flood insurance is not required. The Notice shall be provided within a reasonable time before the completion of the loan, replacing the previous requirement of 10 days prior to loan closing.

The Notice to Borrower must include the following:

1) A warning, in a form approved by the Administrator of FEMA, that the building or the mobile home is or will be located in a special flood hazard area;

(2) A description of the flood insurance purchase requirements set forth in section 102(b) of the Flood Disaster Protection Act of 1973, as amended (42 U.S.C. 4012a(b));

(3) A statement, where applicable, that flood insurance coverage is available from private insurance companies that issue standard flood insurance policies on behalf of the NFIP or directly from the NFIP;

(4) A statement that flood insurance that provides the same level of coverage as a standard flood insurance policy under the NFIP may also be available from a private insurance company that issues policies on behalf of the company.

(5) A statement that the borrower is encouraged to compare the flood insurance coverage, deductibles, exclusions, conditions, and premiums associated with flood insurance policies issued on behalf of the NFIP and policies issued on behalf of private insurance companies and that the borrower should direct inquiries regarding the availability, cost, and comparisons of flood insurance coverage to an insurance agent; and

(6) A statement whether Federal disaster relief assistance may be available in the event of damage to the building or mobile home caused by flooding in a Federally declared disaster.

ServiceLink Flood's Notice to Borrower meets all of the above requirements. For more information visit www.servicelinknationalflood.com or contact Customer Services at flood@svclnk.com or call 800.833.6347 option 2.

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 July and August, 2020.

For a complete list of future FEMA flood map revisions for 2020, 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.

Effective Date	County	State
7/8/2020	Lebanon County	PA
7/22/2020	Clinton County	IA
	Lee County	IA
	Bannock County	ID
	Canadian County	OK
	Adams County	PA
	Louisa County	VA
8/5/2020	Randolph County	IL
	Lackawana County	PA
8/19/2020	Jackson Parish	LA
	Winn Parish	LA
	King County	WA

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