

SERVICELINK FLOOD OBSERVER



SUMMER IS HERE!

As announced in the last Newsletter, we have moved a few miles closer to the UTA campus in the heart of Arlington, Texas. The new address is 500 E. Border St, 3rd Floor, Arlington, TX, 76010. Our employees are enjoying the many restaurants surrounding our building as well as a fitness center. New furniture, a splash of color and a gigantic flood map covering one of our meeting rooms, make the new office our pride and joy. We encourage all our customers to visit for our "Red Carpet Tour" and a possible Rangers or Cowboys game. On May 14, we hosted an Employee Spring Food Truck Event, and on July 22, we are taking all employees to the Rangers game against the Cleveland Indians.

Every year, ServiceLink Flood attends the National Flood Conference in Washington, DC. This year's conference started on Sunday, June 10 at the Wardman Park Marriott Hotel. This year's keynote speaker was William B. "Brock" Long, administrator of the Federal Emergency Management Agency (FEMA) since June, 2017. The sessions were informative and hosted by a long list of industry experts. The conference included sessions geared towards insurance agents and lenders and covered topics such as Private Insurance, NFIP Reauthorization, Mitigation, Compliance and Map Revisions. ServiceLink Flood hosted a fun



From left to right: Natascha DeVries, Jennifer Haun, Ericka Rutherford, Karen Whitaker, Laura Hosler, Mike Hanson, and Mark Schnellinger.

News From ServiceLink Flood

Q2 | 2018

Inside This Issue

- 1 SUMMER IS HERE!
- 2 ACH PAYMENT CAMPAIGN
- 3 CERTMAP UPDATE
ELEVATION CERTIFICATE
QUOTE
- 4 FUTURE FLOOD MAP
REVISIONS

event at the Escape Room Live, where colleagues, clients and prospects were able to test their brainpower to escape well thought-out rooms such as the Titanic and the very challenging Ghostbusters! Washington, DC is an amazing place to visit, exhibiting beautiful trails, monuments, museums, great restaurants and a wonderful transportation system to ensure something for everyone.

For additional information regarding the annual National Flood Conference, please contact flood@svclnk.com or visit [here](#).

SERVICELINK FLOOD ACH PAYMENT CAMPAIGN

In an effort to expedite ServiceLink payments and protect our clients confidential account information, ServiceLink National Flood, LLC is kicking off an ACH enrollment campaign which will benefit not only the Flood organization but also our valued clients. Everyone is aware you can make payments by check or credit card, but what are ACH payments? An ACH (or Automated Clearing House) transaction is the process of accepting payments by moving funds electronically from one bank



account to another through a unique routing number, also found at the bottom of a paper check. If you pay employees or other vendors electronically, ACH is already in your life.

Benefits of paying and being paid via ACH include the following:

- Lower transaction fees – Less than half the price of a check & much cheaper than credit card
- Its convenience – Providing flexibility to our customers while eliminating postage costs
- Recurring Payments are simple – Clients can set-up auto invoicing, payment and tracking
- Preferred funding of ACH – All checking account transactions are not created equal
- Expedited payments with minimal disputes – Expedited payments result in lower DSO
- Security – Less likely to have a payment disrupted or account information compromised
- “Go Green” is environmentally friendly – No paper checks = less paper

Enrolling means ServiceLink will receive payment the same day the ACH is initiated, eliminating paper checks and mailing delays. Remittance detail notifying ServiceLink of an upcoming payment can be provided to FloodAccounting@svclnk.com, one day prior to payment if you select this payment option. Invoice #'s and your Flood customer account number are required to ensure accurate application of funds.

If you are interested in ACH payments or have any questions feel free to contact Bill Woessner – Accounting Manager at William.woessner@svclnk.com or 412-776-1667. We appreciate the opportunity to enhance the payment process for all involved.

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. By providing it to your customers, you give them more information regarding the flood insurance requirement and options to obtain insurance.



Sample CertMap aerial image.

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.

ELEVATION CERTIFICATE QUOTE

The Elevation Certificate is a National Flood Insurance Program (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, visit https://lender.floodapp.com/Content_Public/elevation_certs.aspx.

If you have questions about this service, contact us at (877) 436-8353, option 4 or flood@svclnk.com.

Future Flood Map Revisions

The below list represents the upcoming FEMA flood map revisions scheduled for July and August 2018.

Effective Date	County	State
7/5/2018	Adams County	IL
	Adams County	NE
	Clay County	NE
	Lexington County	SC
7/19/2018	Sacramento County	CA
	Marion County	KS
	Essex County	MA
	Fairfield County	OH
	Noble County	OK
	Lauderdale County	AL
8/2/2018	Lawrence County	AL
	Marshall County	AL
	Bryan County	GA
	McIntosh County	GA
	Gladwin County	MI
	Butler County	PA
	Calhoun County	TX
	Limestone County	AL
	Madison County	AL
	Chatham County	GA

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
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