



FEMA

W-10064

June 3, 2010

MEMORANDUM FOR: Write Your Own Principal Coordinators and the
National Flood Insurance Program (NFIP) Servicing Agent

FROM: Dennis L. Kuhns
Director
Risk Insurance Division
Federal Insurance and Mitigation Administration

SUBJECT: Underwriting Submissions and Inquiries

During the past several months, WYO Companies and the NFIP Servicing Agent have been submitting their underwriting inquiries directly to FEMA underwriting staff for guidance and resolution. The purpose of this memorandum is to clarify that underwriting inquiries and questions must be submitted directly to the NFIP Bureau iService Underwriting Team or to the NFIP Legacy System Services WYO Business Analyst.

Following is a listing of NFIP underwriting functions and the contact for each function. Please send your inquiries to the appropriate contact via the addresses provided at the end of the listing.

• **1316 Declarations and Rescissions**

- General inquiries and underwriting – NFIP Bureau, iService Underwriting Team
- Transaction Record Reporting and Processing (TRRP) error issues – NFIP Legacy System Services WYO Business Analyst
- The file is located at <http://bsa.nfipstat.com/1316proplist/index.htm>.

• **Coastal Barrier Resources System (CBRS)**

- Appeals and Fish & Wildlife Service Final Determination Requests – NFIP Bureau, iService Underwriting Team
- TRRP error issues – NFIP Legacy System Services WYO Business Analyst
- The file is located at <http://bsa.nfipstat.com/1316proplist/cbrsprop.htm>

- **Community Master File (CMF)**
 - Underwriting and general rules – NFIP Bureau, iService Underwriting Team
 - Inquiries and related TRRP edit issues – NFIP Legacy System Services WYO Business Analyst
 - The Community Status Book is located at http://bsa.nfipstat.com/comm_status/index.htm.
- The Community Master File and Daily Updates are located at http://bsa.nfipstat.com/daily_updates/updates/updates.htm.
- **Flood Insurance Manual (FIM)**
 - Rates, rules, and general inquiries – NFIP Bureau, iService Underwriting Team
 - The FIM is located at <http://www.fema.gov/business/nfip/manual.shtml>.
- **Leased Federal Properties**
 - General inquiries and underwriting support – NFIP Bureau, iService Underwriting Team
 - TRRP issues – NFIP Legacy System Services WYO Business Analyst
 - The file is located at <http://bsa.nfipstat.com/1316proplist/LFP200909.pdf>.
- **Monroe County**
 - WYO notifications and inspection updates – NFIP Legacy System Services WYO Business Analyst
 - TRRP error issues – NFIP Legacy System Services WYO Business Analyst
- **Preferred Risk Policy (PRP)**
 - Appeals and underwriting support – NFIP Bureau, iService Underwriting Team
 - TRRP error issues – NFIP Legacy System Services WYO Business Analyst
 - The Repetitive Loss (RL) Master File is located at <http://bsa.nfipstat.com>. (The RL file can be used for PRP editing in WYO systems.)
- **Prior Term Refunds (PTR)**
 - Underwriting rules and refunds - NFIP Bureau, iService Underwriting Team
- **Severe Repetitive Loss (SRL)**
 - Appeals and underwriting – NFIP Bureau, iService Underwriting Team
 - TRRP errors and related issues – NFIP Legacy System Services WYO Business Analyst
 - SRL files are located at <http://bsa.nfipstat.com/rlmf/index.htm>.

- **Submit For Rates (SFR), Special Rates, and V-Zone Risk Rating**
 - Underwriting and rating support – NFIP Bureau, iServices Underwriting Team
 - The Specific Rating Guidelines Manual is located at http://bsa.nfipstat.com/sub_for_rate/index.htm.
(Requires rating authority; the file is password protected.)

Send your inquiries to the following addresses:

NFIP Bureau iServices Underwriting Team
8400 Corporate Drive, Suite 350
Landover, MD 20785
E-mail: iServiceUnderwriting@ostglobal.com

NFIP Legacy System Services WYO Business Analyst
7700 Hubble Drive
Lanham, MD 20706
E-mail: INSPROC@NFIPSTAT.COM

We hope you find this information helpful. If you have any questions, please contact Lynn Sawyer of my staff at (202) 212-2325.

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Required Routing: Underwriting Staff, Data Processing