



FEMA

W-13067

November 12, 2013

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and the  
National Flood Insurance Program (NFIP) Servicing Agent  
FROM: NFIP Clearinghouse  
SUBJECT: NFIP Bureau and Statistical Agent Email Address  
Change – Effective November 18, 2013

This bulletin serves as notification of an upcoming NFIP Bureau and Statistical Agent email address transition from OST infrastructure to the Government-owned NFIP iService Enterprise Environment (iSEE) General Support System (GSS) Messaging Subsystem under the guidance of FEMA Office of Chief Information Officer. This change will impact the email address extensions of the individual NFIP iService users. The new email address extensions will be changed from ostglobal.com to nfip-iservice.com. The prefix for the email addresses will not change and will continue to include the first initial and full last name of the contact. The addresses will change as follows:

Example: [jsmith@ostglobal.com](mailto:jsmith@ostglobal.com) will be changed to [jsmith@nfip-iservice.com](mailto:jsmith@nfip-iservice.com)

The transitioning of NFIP iService users will begin on November 12, 2013, and will be fully implemented by November 18, 2013. Emails sent to the old ostglobal.com address will be forwarded for a limited time of sixty (60) days to the new nfip-iservice.com address. Also, to further promote awareness of this change, an automatic email response will be initiated to remind the sender of the change and note the recipient's new email address whenever an email is sent to the old email address. Thus, it is requested that senders identify and save the new email addresses of their NFIP iService contacts.

Please note that the email addresses of the NFIP iService **group** email boxes will not be impacted and will not change at this time. The following is an example of an NFIP iService group email box: [claims@nfipiservice.com](mailto:claims@nfipiservice.com).

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Required Routing: All Departments