



# Completing a flood cert task

## Loan Setup Guide

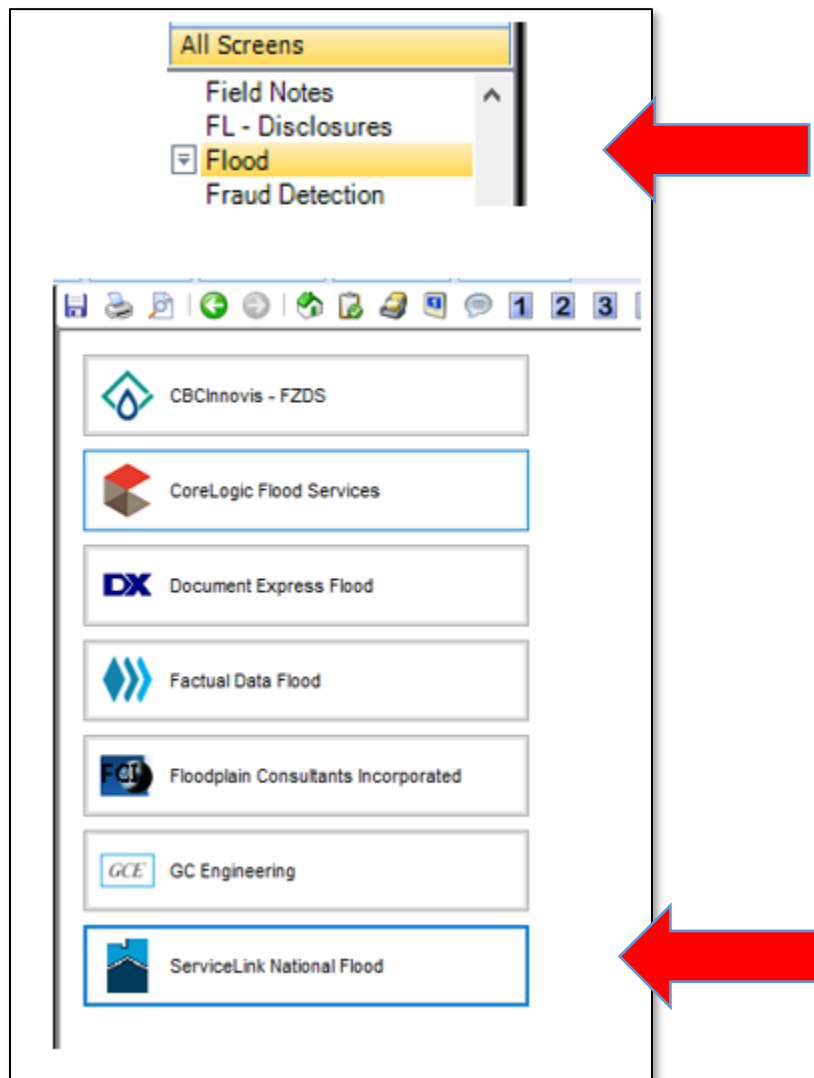


LEARNING&DEVELOPMENT

## Completing the Flood Cert Task

Open the file in Byte and on the left side of the screen click on “All Screens” then select “Flood”

Page will be directed, then click the bottom box for “ServiceLink National Flood”



## Completing the Flood Cert Task

ServiceLink National Flood

Provider  
[Getting Started with ServiceLink National Flood](#)  
[Customer Support](#)  
[About Us](#)  
800.833.6347  
[Defaults](#) ⓘ

Order  
Request Type: **Submit New Order**  
Product Type: ⓘ  
☐ Rush  
Order No.  
Lender Case No.  
Comments

**Submit**

**Borrower And Subject Property** | Flood Results | HMDA Info

Borrower  
First, M, Last: Sample [ ] [ ] Sample

Subject Property  
Street: 10405 White Rock Rd  
City, State, Zip: Rancho Cordova CA 95670  
County: Sacramento  
Legal Desc.: See Attached "Exhibit A"  
Parcel No.: 077-0340-005-0000

Status Messages ...

Close

**Click Submit** →

For Non-Prime, Maggi and ODF loans, select product type as "Life of Loan + HMDA"

ServiceLink National Flood

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Status Messages ...

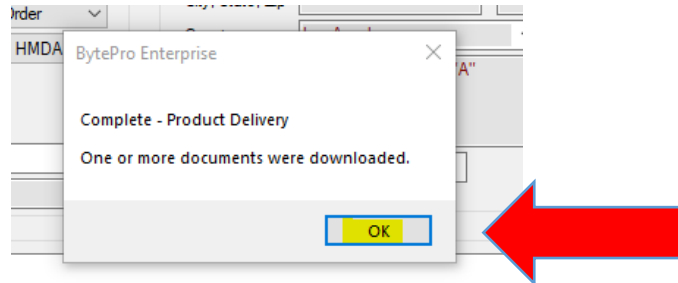
Close

**Click Submit** →

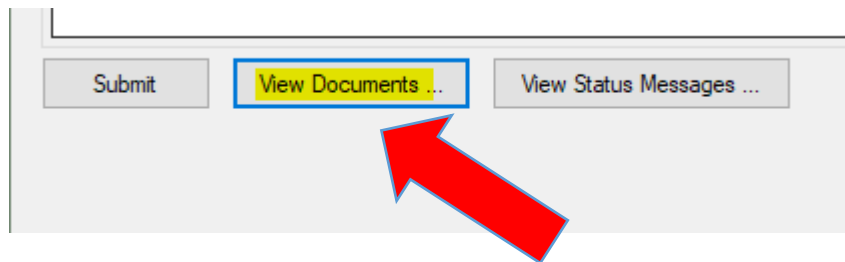
For ODF+, select product type as "LOL Commercial + HMDA"

## Completing the Flood Cert Task

Another window will pop up, click "OK"



Click View Documents



7018592 - 1410802005.PDF - 1/11/2019 4:10:59 PM

Status: Not Reviewed  
Outdated: ☐  
Type: Standard Flood Hazard Date  
Category:   
Description: 1410802005.PDF  
Format: PDF  
Created: 1/11/2019 4:10:59 PM  
Expires:   
Needed item: [None]  
Condition: [None]  
Location: Embedded in loan file with identifier 18c57754-de80-4a5b-b9ca-c117628ee37a  
Annotations:   
Select: All None

Page 1

DEPARTMENT OF HOMELAND SECURITY  
Federal Emergency Management Agency  
STANDARD FLOOD HAZARD DETERMINATION FORM (SFHDF) OMB Control E

**SECTION I - LOAN INFORMATION**

1. LENDER/SERVICER NAME AND ADDRESS  
Customer Number: 1000238674  
Address: CITADEL SERVICING CORPORATION  
15707 ROCKFIELD BLVD STE 320  
IRVINE, CA 92618

2. COLLATERAL DESCRIPTION (Building/Mobile Home/Property) (See instructions for more information.)  
Borrower: SHIRVANIAN, KATI  
Determination Address: 15214 1/2 DICKENS ST  
SHERMAN OAKS, CA 91403-5302  
LOS ANGELES COUNTY  
APN/Tax ID: 2276-008-054  
S/D:   
Section:   
Lot:   
Phase:   
Range:   
Block:   
Delivery Method: FDR-COM - WEB

3. LENDER/SERVICER ID # 4. LOAN IDENTIFIER 7018592 5. AMOUNT OF FLOOD INSURANCE

**SECTION II**

**A. NATIONAL FLOOD INSURANCE PROGRAM (NFIP) COMMUNITY JURISDICTION**

1. NFIP Community Name: LOS ANGELES, CITY OF 2. County(ies): LOS ANGELES COUNTY 3. State: CA 4. NFIP Community Number: 060137

**B. NATIONAL FLOOD INSURANCE PROGRAM (NFIP) DATA AFFECTING BUILDING/MOBILE HOME**

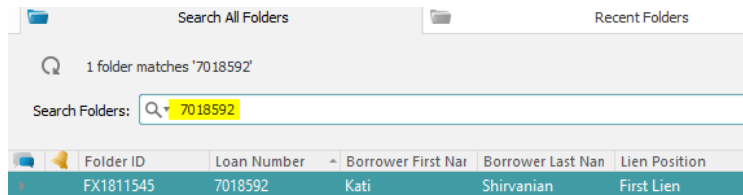
1. NFIP Map Number or Community-Panel Number (Community name, if not the same as "A"): 06037C1315F 2. NFIP Map Panel Effective / Revised Date: September 26, 2008 3. Is there a Letter of Map Change (LOMC)?  
☒ NO (If yes, and LOMC date/no. enter date and case no. below)  
☐ YES Date: Case Number:   
4. Flood Zone:   
5. No NFIP Map ☐

**C. FEDERAL FLOOD INSURANCE AVAILABILITY (Check all that apply.)**

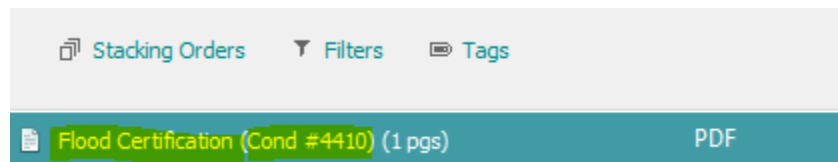
1. ☒ Federal Flood Insurance is available (community participates in the NFIP). ☒ Regular Program ☐ Emergency Program  
2. ☐ Federal Flood Insurance is not available (community does not participate in the NFIP).  
3. ☐ Building/Mobile Home is in a Coastal Barrier Resources Area (CBRA) or Otherwise Protected Area (OPA). Federal Flood may not be available.  
CBRA/OPA Designation Date:   
4. ☐ Building/Mobile Home is in a Special Flood Hazard Area (SFHFA) (Zones containing the letters "A" or "V")?   
Close

## Completing the Flood Cert Task

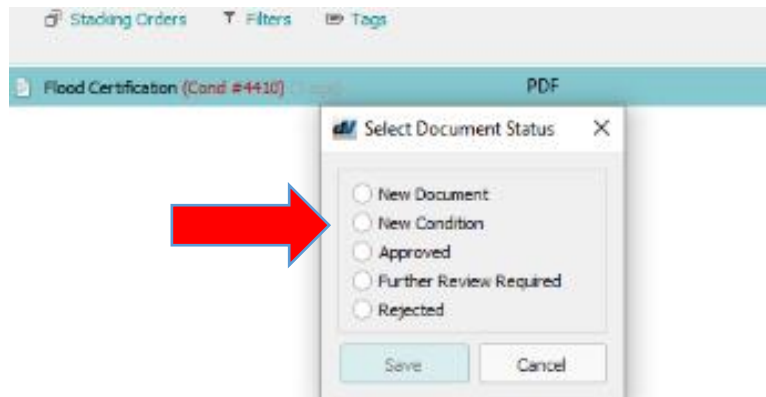
Doc Velocity window will open, enter the files loan number, then open the file.



Save file as “Flood Certification” tab over and enter “Cond #4410”



Hit “Ctrl+Shift+S” and then select “New Condition” Click Send



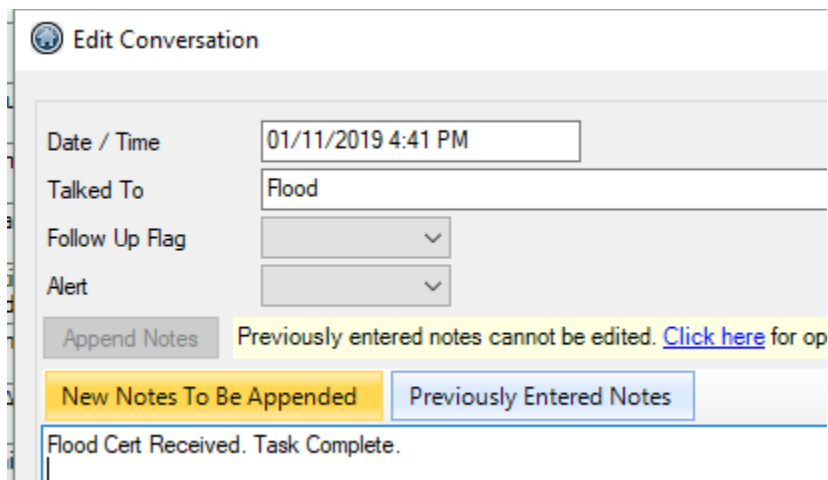
## Completing the Flood Cert Task

Exit out of open windows in Byte, go to Conversation Log  
Create new Comment;

**Talked To:** Flood

**Comment:** Flood Cert Received. Task Complete.

- Clear Task



Edit Conversation

Date / Time 01/11/2019 4:41 PM

Talked To Flood

Follow Up Flag

Alert

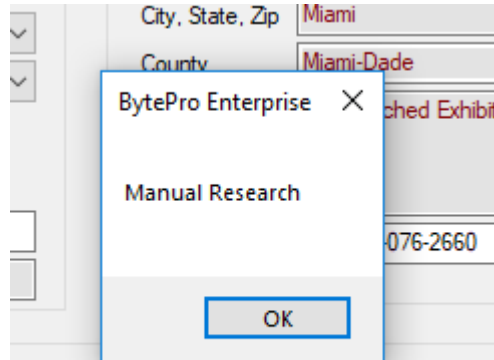
Append Notes Previously entered notes cannot be edited. [Click here](#) for op

New Notes To Be Appended Previously Entered Notes

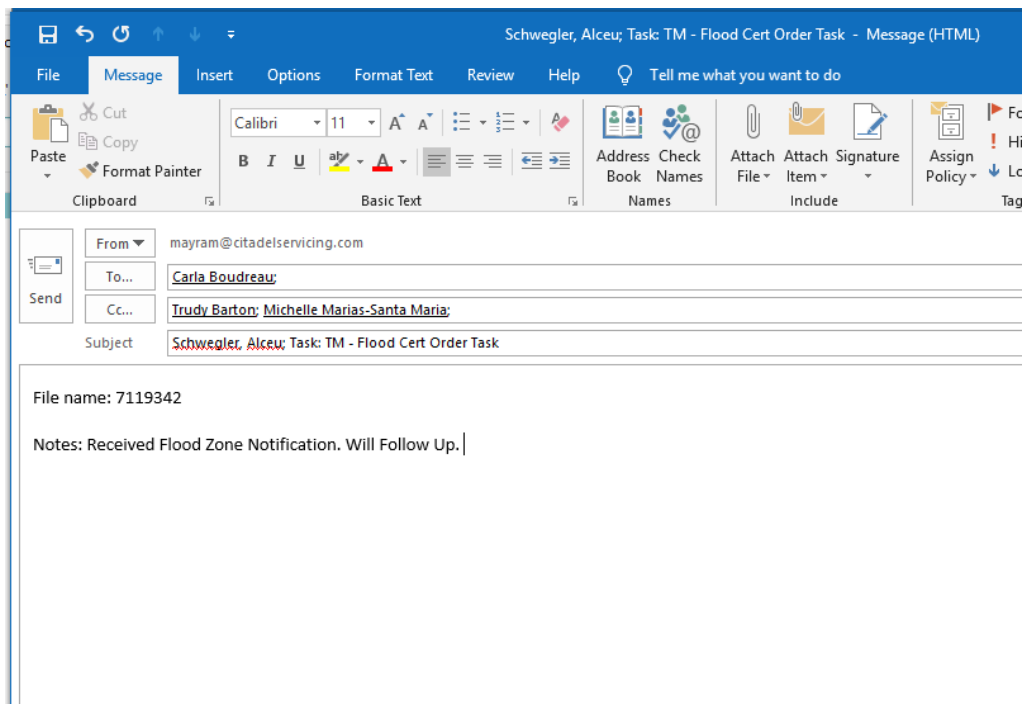
Flood Cert Received. Task Complete.

## Manual Research

If you receive a Manual Research, this just means that the Flood Determination is not yet complete.




You will not need to print anything into DV just yet. You will need to complete the current Flood Task & email the TM letting them know you have received a Flood Zone Notification, will follow up.



## Manual Research

Description	Assigned To	Assigned Role	Status	Due	Completed	Completed By	Created	Visible To
TM - Flood Cert Order Task	MayraM	Assistant TM	Complete	01/11/2019 11:59 PM	01/11/2019	<input type="checkbox"/> MayraM	01/11/2019	Loan Processor, Transaction Manage...

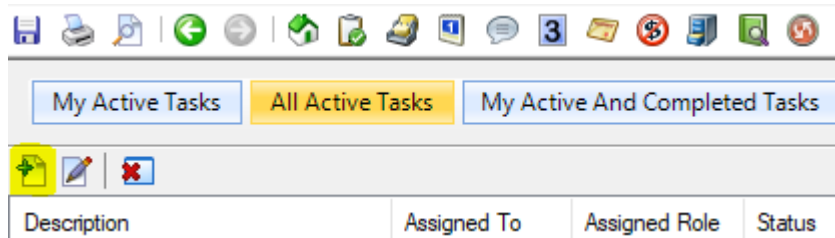
Be sure to notate the conversation log as follows:

	01/11/2019 5:14 PM	FLOOD	< Mayra Mendoza : 1/11/2019 5:15 PM PST > RECEIVED FLOOD ZONE NOTIFICATION. WILL FOLLOW UP
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## Manual Research

In the tasks page, click on the Green Button on the Paper icon & choose to Create an Ad-Hock Task. A window will pop up.



Add the following information to the task:

- Description
- Due Date, should be the next business date
- Visible to
- Task Priority should be changed to High
- Send Notifications when complete
- Message Subject

- Once Completed hit okay at the bottom. The task will show in Pink

Edit Task

Mark as Completed

General Info

Description: LS - Flood Zone Notification Follow Up

Assigned To: Assistant TM E-Mail

Due Date: 01/14/2019 11:59 PM

Security: High - Only Task Creator Can Modify

Visible To:
 

- ☐ AE ☒ ATM ☐ FMNG ☐ Proc ☐ SHIP
- ☒ TM ☐ UW ☐ UWS ☐ JRPr ☐ DC
- ☒ JTM ☐ DOC ☐ LOM ☐ QCA ☐ VS
- ☐ DP ☐ FUND ☐ LO ☒ TMS ☐ Sec
- ☐ DS ☐ AF ☐ JrLO ☐ SHM ☐ DCir

Task Priority: High

Status

Status: Due Today (due in 14 hours, 57 minutes)

Created: 01/14/2019 9:01 AM by MichelleM (Assistant TM)

Completed

Elapsed Time: 0 minutes

Notifications When Complete

☒ Send Notifications When Complete

☐ AE ☐ ATM ☐ FMNG ☐ Proc ☐ SHIP  
☒ TM ☐ UW ☐ UWS ☐ JRPr ☐ DC  
☐ JTM ☐ DOC ☐ LOM ☐ QCA ☐ VS  
☐ DP ☐ FUND ☐ LO ☒ TMS ☐ Sec  
☐ DS ☐ AF ☐ JrLO ☐ SHM ☐ DCir

☐ Borrower ☐ Listing Agent  
☐ Appraiser ☐ Selling Agent  
☐ Title Company  
☐ Escrow Company

Other E-Mails

Non-Borrower Messages: Message Subject

LS - Flood Zone Notification Follow Up Task Completed

## Manual Research

Description	Assigned To	Assigned Role	Status	Due
LS - Flood Zone Notification Follow Up	MayraM	Assistant TM	Due Today	01/14/2019 11:59 PM

You will need to follow up on the ServiceLink Website. Once logged in you will see the first option is 'Check Status'. You will also receive the Flood Cert via E-Mail in PDF format.

### ServiceLink National Flood

#### Check Status

Find out the status of your orders, on-line.

#### Account Info

Maintain your account information and credentials.

#### User Profile

Update your user profile to setup new order default options.

#### Change Password

Change your password.

Search for the Flood Cert per the Loan #, make sure the Status is Completed and click on View Details

Select	Order Number	Ordered By	LoanNum	Borrower Name	Street	OrderedV	Status	Zone
<input type="checkbox"/>	<a href="#">1410802300</a> <a href="#">View Details</a>		7119342	Alceu Schwegler	488 NE 18TH ST UNIT 3005	1/11/2019 6:47:21 PM	Complete 1/14/2019 10:24:37 AM	AE
<input type="button" value="Select All"/> <input type="button" value="Clear All"/> <input type="button" value="View/Print"/>								
<b>Advanced Search</b>								
Order # <input type="text"/>								
Loan # <input type="text" value="7119342"/>								

## Manual Research

A window will open with all the information listed on the Flood Cert, click on View/Print notification

### Order Details

#### Order Complete

Order #	1410802300
Loan #	7119342
Loan Amount	
Borrower	Alceu Schwegler
Address	488 NE 18TH ST UNIT 3005 MIAMI, FL 33132-1310
County	MIAMI-DADE COUNTY
FEMA Community #	120650
FEMA Community	MIAMI, CITY OF
FEMA Map #	12086C0316L Date: 9/11/2009
Zone	AE
LOMA/LOMR	Yes
LOMC Case #	16-04-6380P Date: 03/08/2017
Participation Status	Regular Program - Community participates
CBRA Status	NOT Located in a Coastal Barrier Resources Area (CBRA)
Service	Tracking for revisions
Comments	

[View/Print Certification](#)

[View Order Status](#)

[Correct Order](#)

[Order History](#)

[Dispute Request](#)

[Servicing Transfer](#)

[Discontinue Tracking](#)

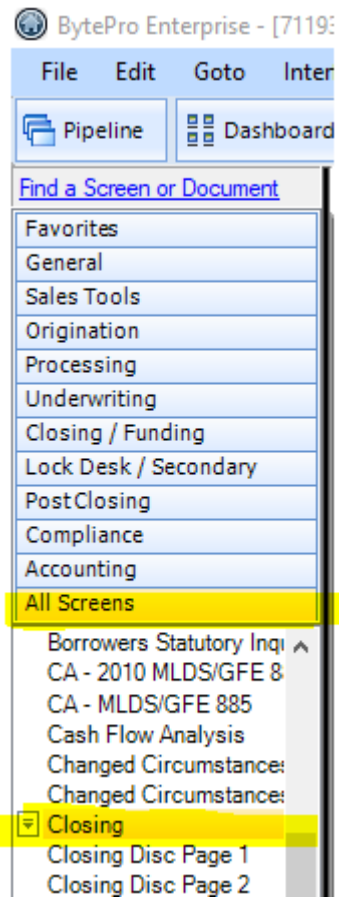
[View/Print Servicing](#)

[Certification](#)

[View Legal Documentation](#)

## Manual Research

Flood Cert will open in a different window, you will need to manually input the information to BYTE. In BYTE, click on All Screens and go to the Closing page.



## Manual Research


### A. Order Information

Life of Loan: **Yes**


Order Information	
Flood Certificate Number	1410802300
Flood Certificate Date	01/14/2019
Life of Loan	Yes

### D. Determination

Special Flood Zone, box should be checked only if the property is in a Flood Zone

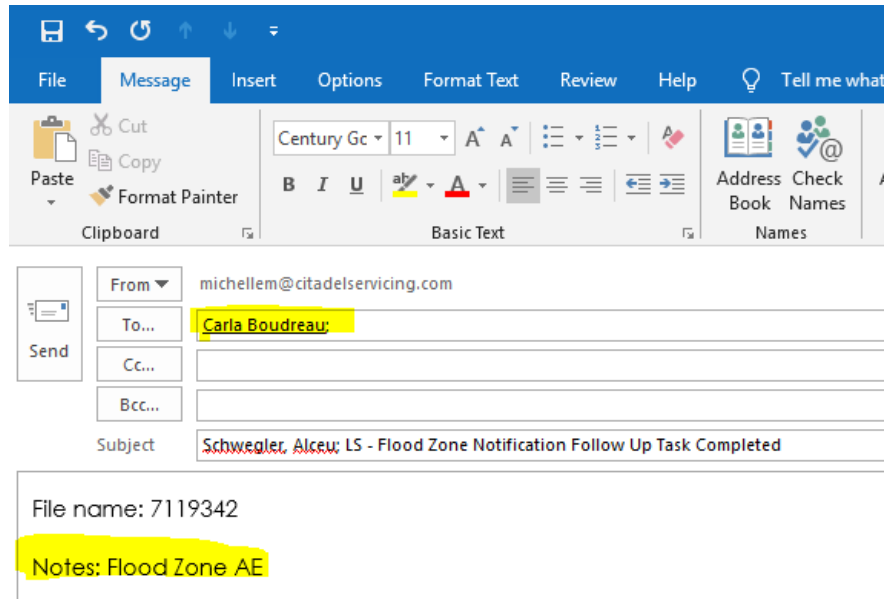
D. Determination	
Special Flood Hazard Area	<input checked="" type="checkbox"/> 

You will need to notate the conversation log as follows:

	01/14/2019 9:29 AM	FLOOD	< Michelle Marias-Santamaria : 1/14/2019 9:30 AM PST > Received Flood Cert. Flood Zone AE.
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## Manual Research

Complete the task and send out the email to the TM



The screenshot shows the Microsoft Word ribbon with the 'Message' tab selected. The ribbon includes sections for Clipboard (Paste, Cut, Copy, Format Painter), Basic Text (font face, size, bold, italic, underline, text color, background color, bulleted list, numbered list, decrease indent, increase indent), and Names (Address Book, Check Names). Below the ribbon is an email composition form with the following fields:

- From:** michellem@citadelservicing.com
- To:** Carla Boudreau
- Cc:**
- Bcc:**
- Subject:** Schwegler, Alceu; LS - Flood Zone Notification Follow Up Task Completed

Below the email form, the text 'File name: 7119342' is visible. Below that, the text 'Notes: Flood Zone AE' is highlighted in yellow.