



## ServiceLink National Flood

500 E Border Street, Third Floor  
Arlington, Texas 76010

Phone: (800) 833-6347  
Fax: (800) 662-6347

Hours of Operation: 7:00am – 9:00pm CST

**Main Points of Contact:** A team of flood specialists are available to work hand-in-hand with your team to make sure you have every need met in your partnership ServiceLink.

**Customer Service:** This team offers support, answers questions, checks order status, handles rushes, and more. Typically the first point of contact for order related questions and requests.

Phone: (800) 833-6347 – Option 2

Email: [flood@svclnk.com](mailto:flood@svclnk.com)

**Compliance Department (Recheck requests):** This team completes all flood zone discrepancy recheck requests and questions.

Phone: (800) 833-6347 – Option 2

Email: [flood.disputes@svclnk.com](mailto:flood.disputes@svclnk.com)

**LOMA (Letter of Map Amendment) Assistance:** This team assists by facilitating the submission of application materials to FEMA for a LOMA.

Phone: (800) 833-6347 – Option 2

Email: [flood.disputes@svclnk.com](mailto:flood.disputes@svclnk.com)

**\*\*Please specifically note in your email request that you would “like assistance applying for a LOMA” and please include an 1) Elevation Certification, 2) Recorded Deed of the Property, and 3) Year of Construction.**

## **Flood Relationship Contacts:**

### **Lisa George**

Account Manager: Reporting, user setups, billing questions, and escalations.

Phone: (800) 833-6347 ext. 21102

Email: [lisa.george@svclnk.com](mailto:lisa.george@svclnk.com)

Direct: (817) 462-1102

### **Michael Russo**

Business Development Specialist: Sales, contract questions, and training.

Phone: (800) 833-6347 ext. 21195

Email: [mike.russo@svclnk.com](mailto:mike.russo@svclnk.com)

Direct: (817) 462-1195

Mobile: 817-247-4565