



CITADEL
SERVICING CORPORATION

Adverse Action Processing

Cancelling a Flood Determination Order

During the processing of almost all approved loan files, a Setup Clerk orders a Flood Determination certificate that tells us if the subject property is in an area at risk of flooding. The vendor will then continue to report on any changes in their determination over the life of the loan. However, if the loan does not close, we do not need to receive reports on the status of the property in the future, and the flood determination order should be cancelled. **Note:** This process is not applicable to any loan that was Declined by underwriting without ever having reached an approved status. It is only necessary for loans that were cancelled or withdrawn.

When processing any Adverse Action notice, include the steps below to cancel the flood determination tracking:

1. Log on to <https://lender.floodapp.com/Login.aspx>
2. Click **"Check Status"**
3. Enter the loan number in the "Loan #" box and click **"Advanced Search"**
 - If there is no record of a flood order placed for the loan, stop there. If there is a record found, continue with the steps below.
4. Click **"View Details"** in the Order Number column
5. Click **"Discontinue Tracking"**
6. On the next screen, as a final QC check, verify that the Borrower's Name and Property address match the file you're working on. If so, click **"Discontinue Tracking"** then click **"OK"** on the box that pops up.
7. The flood certification is now cancelled and you can proceed to the next Adverse Action Processing activity.