

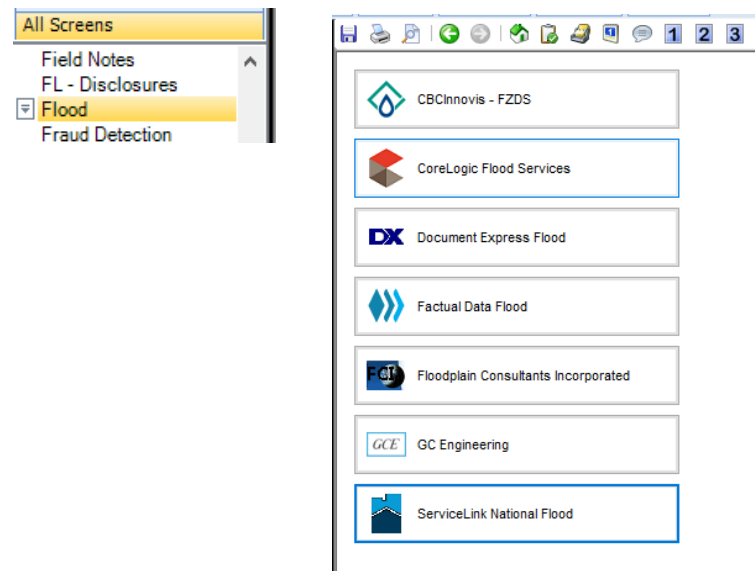
How To Complete Flood Tasks

8/16/2019



BYTE

- Open the file in BYTE & on the left side of the screen click 'All Screens'. The window names' will be alphabetized, look for Flood.
- Page will be directed, then click on 'ServiceLink National Flood'



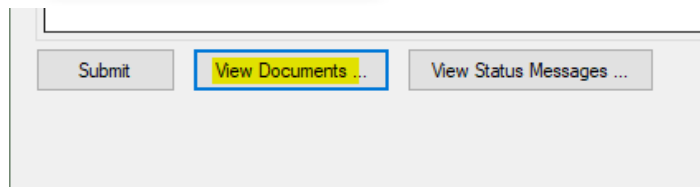
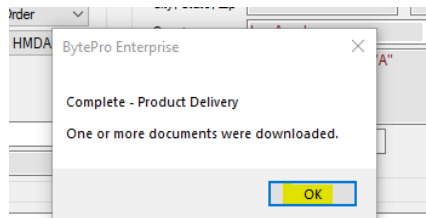
Flood

- Make sure the following information is correct:
 - Request Type: Submit New Order
 - Product Type: Life of Loan + HMDA
 - **PLEASE NOTE:** *If the file is an ODF+ you will need to change the Product Type to LOL Commercial + HMDA*
- Once the information has been complete you will click Submit

The screenshot shows the 'ServiceLink National Flood' application window. It has a sidebar on the left with links: 'Getting Started with ServiceLink National Flood', 'Customer Support', 'About Us', and '800.833.6347'. Below these are 'Defaults' and 'Order' sections. The 'Order' section has a 'Request Type' dropdown set to 'Submit New Order' and a 'Product Type' dropdown set to 'Life of Loan + HMDA'. There is a 'Rush' checkbox, an 'Order No' field with '1414955859', and a 'Lender Case No' field with '7024293'. A 'Comments' text area is at the bottom left. The main area has tabs: 'Borrower And Subject Property' (selected), 'Flood Results', and 'HMDA Info'. The 'Borrower' section has 'First, M, Last' fields with 'Richard', 'Alexar', and 'Williams'. The 'Subject Property' section has 'Street' (3370 Beau Rivage Dr Apt E2), 'City, State, Zip' (Pompano Beach, FL, 33064), 'County' (Broward), 'Legal Desc.' (Legal description attached hereto and made a part hereof), and 'Parcel No' (48-42-22-AG-0080). At the bottom are 'Submit', 'View Documents ...', 'View Status Messages ...', and 'Close' buttons.

Flood

- After a minute or so, a second window will pop up it will read 'Complete – Product Delivery...' click OK
 - If you receive a Manual Research box please skip to slide 7*
- Click on View Documents...
- A third window will pop up, click on the Print Icon on the left hand corner
 - Please Note:** Reference box No. 4 to see if property is in a flood zone (reference the last slide)



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

Status: Not Reviewed

Outdated: ☐

Type: Standard Flood Hazard Date

Category: 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 18c7b704-da36-4a6b-bfca-217823ec373a

Annotations:

Page 1

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

OMB Control No. E

SECTION I - LOAN INFORMATION 1. LENDER/SERVICER NAME AND ADDRESS Customer Number: 1000239874 Address: CITADEL SERVICING CORPORATION, 15707 ROCKFIELD BLVD STE 320, IRVINE, CA 92618 Delivery Method: FDR.COM - WEB		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 Section: Township: Lot: Phase: Block:	
3. LENDER/SERVICER ID #	4. LOAN IDENTIFIER	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 (LC) or Letter of Map Amendment (LOMA)? <input checked="" type="radio"/> NO <input type="radio"/> YES (if yes, enter date and case no. below) Date: Case Number:			
C. FEDERAL FLOOD INSURANCE AVAILABILITY (Check all that apply.) 1. <input checked="" type="checkbox"/> Federal Flood Insurance is available (community participates in the NFIP). <input checked="" type="checkbox"/> Regular Program <input type="checkbox"/> Emergency Program 2. <input type="checkbox"/> Federal Flood Insurance is not available (community does not participate in the NFIP). 3. <input type="checkbox"/> Building/Mobile Home is in a Coastal Barrier Resources Area (CBRA) or Otherwise Protected Area (OPA). Federal Flood Insurance may not be available. CBRA/OPA Designation Date:			
D. DETERMINATION IS BUILDING/MOBILE HOME IN SPECIAL FLOOD HAZARD AREA (ZONES CONTAINING THE LETTERS "A" OR "V")? <input type="checkbox"/>			

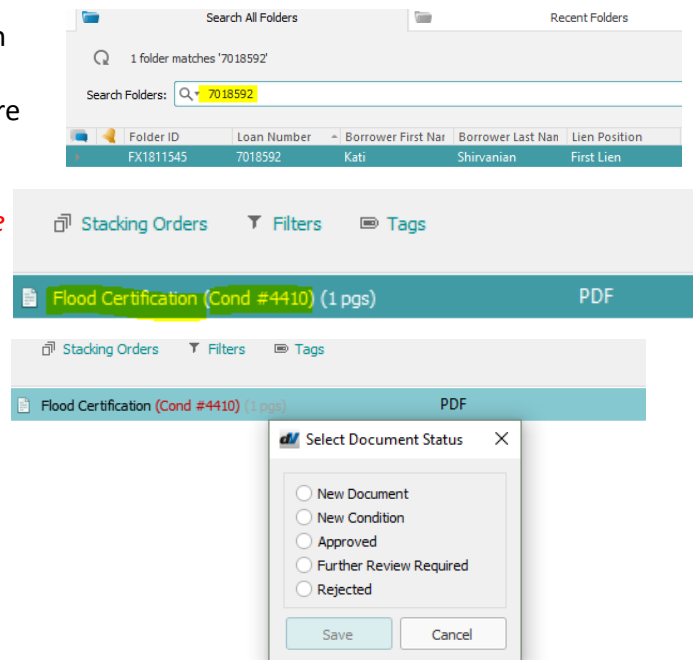
Select All None

Close



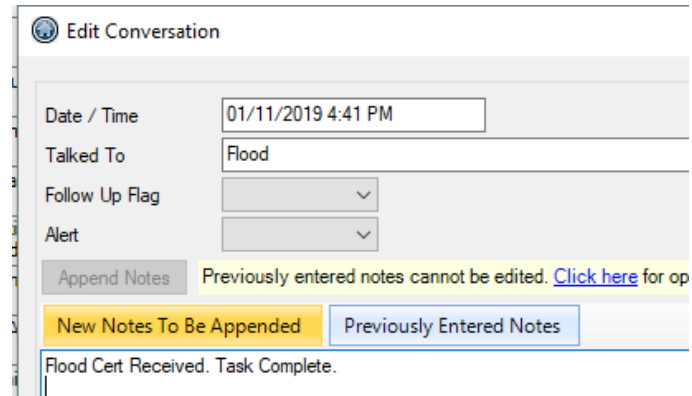
DV

- A DV window will open, enter the files Loan No then open the file
- Save file as 'Flood Certification' tab 'Cond. 4410' make sure to status as a New Condition
 - CTRL + SHIFT +S
 - **Please Note:** *If the property is in a flood zone, make sure to put 'Cond. 4410 – Zone: Enter Zone Letter*
- Click Send



BYTE

- In BYTE, make sure to exit out of all the screens & go to the Conversation Log
- Create a new comment:
 - Talked to: Flood
 - Comment: Received Flood Cert
 - **Please note:** *if property is in a flood zone, add Zone: Enter Zone Letter*
- Go back into the tasks page & clear the task. You do not need to send out the email unless the property is in a flood zone.
 - *Reference the last slide for Flood Codes.*




The screenshot shows the 'Edit Conversation' form in the BYTE system. The form includes the following fields and controls:


- Date / Time:** 01/11/2019 4:41 PM
- Talked To:** Flood
- Follow Up Flag:** A dropdown menu with a downward arrow.
- Alert:** A dropdown menu with a downward arrow.
- Append Notes:** A button.
- Previously entered notes cannot be edited.** A message with a link: [Click here](#) for op.
- New Notes To Be Appended:** A yellow button.
- Previously Entered Notes:** A blue button.
- Text area:** 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.
- Complete the Flood Task & email the TM letting them know you have received a Manual Research & you will follow up.

08/15/2019 4:47 PM	Manual Research	< Mayra Mendoza : 8/15/2019 4:48 PM PDT > Manual Research Rec'd. Will Follow Up
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 Thu 8/15/2019 4:50 PM

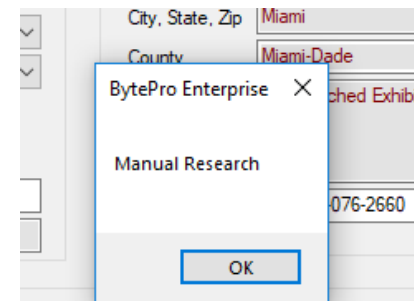
Mayra Mendoza

 Williams, Richard; Flood Cert Processed

 To: Darci Lahl

File name: 7024293

Note: Rec'd Manual Research. Will Follow Up.



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...

Tasks

- 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 and exit the file

The screenshot shows the 'Edit Task' window in the Citadel Servicing Corporation system. The window is titled 'Edit Task' and has a close button (X) in the top right corner. It contains several sections for configuring a task:

- General Info:**
 - Description: LS- Manual Research Follow Up
 - Assigned To: Assistant TM
 - Due Date: 08/16/2019 11:59 PM
 - Security: High - Only Task Creator Can Modify
- Visible To:**
 - Buttons: All, None
 - Grid of checkboxes for roles:

<input checked="" type="checkbox"/> AE	<input checked="" type="checkbox"/> ATM	<input type="checkbox"/> AF	<input type="checkbox"/> JrLO	<input type="checkbox"/> SHM	<input type="checkbox"/> DCir
<input checked="" type="checkbox"/> TM	<input type="checkbox"/> UW	<input type="checkbox"/> FMNG	<input type="checkbox"/> Proc	<input type="checkbox"/> SHIP	
<input checked="" type="checkbox"/> JTM	<input type="checkbox"/> DOC	<input type="checkbox"/> UWS	<input type="checkbox"/> JRPr	<input type="checkbox"/> DC	
<input type="checkbox"/> DP	<input type="checkbox"/> FUND	<input type="checkbox"/> LOM	<input type="checkbox"/> QCA	<input type="checkbox"/> VS	
<input type="checkbox"/> DS	<input type="checkbox"/> CLSR	<input type="checkbox"/> LO	<input checked="" type="checkbox"/> TMS	<input type="checkbox"/> Sec	
- Task Priority:** High
- Notifications When Complete:**
 - ☒ Send Notifications When Complete
 - ☐ Borrower
 - ☐ Appraiser
 - ☐ Title Company
 - ☐ Escrow Company
 - ☐ Listing Agent
 - ☐ Selling Agent
- Other E-Mails:**
 - Non-Borrower Messages: Message Subject: LS- Manual Research Follow Up Completed
- Status:**
 - Status: Due Today (due in 12 hours, 50 minutes)
 - Created: 08/15/2019 4:49 PM by MayraM (Assistant TM)

Following Up

- You will need to follow up on the ServiceLink Website. Once logged in you will see the first option 'Check Status'.
- Search for the Flood Cert per the Loan No.
- Confirm that the status is showing as Complete

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 Orders For Loan Number 7024293

Select	Order Number	Ordered By	LoanNum	Borrower Name	Street	OrderedV	Status	Zone
<input type="checkbox"/>	1414955859 View Details		7024293	Richard Alexander Williams	3370 BEAU RIVAGE DR APT E2	8/15/2019 6:48:04 PM	Complete 8/15/2019 7:48:41 PM	X



Following Up

- A Window will pop up with all the information listed on the Flood Cert, click on View/Print Certification
- Flood Cert will open in separate window, you will need to manually input the information into BYTE

1414955859.pdf

81171989414

SiteX Report Zillow: Real Estate... Box | Login Log On Citadel Servicing C... USPS.com® - ZIP C... Login | Salesforce

1 / 1

DEPARTMENT OF HOMELAND SECURITY
Federal Emergency Management Agency
STANDARD FLOOD HAZARD DETERMINATION FORM (SFHDF) OMB Control No. 1660-0040
Expires: 10/31/16

SECTION I - LOAN INFORMATION	
1. LENDER/SERVICER NAME AND ADDRESS Customer Number 1000239674 Address CITADEL SERVICING CORPORATION 15707 ROCKFIELD BLVD STE 320 IRVINE, CA 92618-2874 Delivery Method: FDR-COM - WEB	2. COLLATERAL DESCRIPTION (Building/Mobile Home/Property) (See instructions for more information.) Borrower: WILLIAMS, RICHARD ALEXANDER Determination Address: 3370 BEAU RIVAGE DR APT E2 POMPANO BEACH, FL 33064-2045 BROWARD COUNTY APN/Tax ID: 45-42-22-AG-0000 S/D: Section: Township: Lot: Phase: Block: Range:
3. LENDER/SERVICER ID #	4. LOAN IDENTIFIER 7024293
5. AMOUNT OF FLOOD INSURANCE REQUIRED	

Order # 1414955859
Loan # 7024293
Loan Amount
Borrower Richard Alexander Williams
Address 3370 BEAU RIVAGE DR APT E2
POMPANO BEACH, FL 33064-2045
County BROWARD COUNTY
FEMA Community # 120055
FEMA Community POMPANO BEACH, CITY OF
FEMA Map # 12011C0170H Date: 8/18/2014
Zone X
LOMA/LOMR No
LOMC Case # Date:
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](#)

[Servicing Transfer](#)
[View Order Status](#)



Closing Screen in BYTE

- In BYTE, go into the Closing Screen. Click on the Flood Tab
- You will need to enter the following information:
 - Flood Cert Date
 - Life of Loan – Yes
 - NFIP Community Name
 - County(ies)
 - NFIP Community Number
 - NFIP Map/Panel Number
 - NFIP Map/Panel Date
 - Flood Zone
 - **Please note: if the property is in a flood zone, you will need to check section D Special Flood Hazard Area**
- Community Participation

The screenshot shows the 'Closing Cost Detail Table' window in the BYTE system, with the 'Flood' tab selected. The form is organized into several sections:

- Order Information:**
 - Flood Certificate Number: 1414955859
 - Flood Certificate Date: 08/15/2019
 - Life of Loan: Yes
- A. NFIP Community Jurisdiction:**
 - NFIP Community Name: Pompano Beach, City of
 - County(ies): Broward County
 - NFIP Community Number: 120055
- B. NFIP Data Affecting Building/Mobile Home:**
 - NFIP Map/Panel Number: 12011C0170H
 - NFIP Map/Panel Date: 08/18/2014
 - LOMA Date: (empty)
 - Flood Zone: X
 - Map Covers Building: (empty)
- C. NFIP Availability:**
 - Community Participation: Regular Program
 - CBRA/OPA: (empty)
 - CBRA/OPA Desig. Date: (empty)
- D. Determination:**
 - Special Flood Hazard Area: (empty)
- Additional Information:**
 - Partial SFHA: (empty)
 - # Structures in Flood zone: (empty)
 - Data Revision Type: (empty)
 - Community Particip. Date: (empty)

DV & BYTE

- Notate the Conversation Log as follows:

- Talked to: Flood
- Comment: Received Flood Cert
 - Please note: if property is in a flood zone, add Zone: Enter Zone Letter**
- Complete the task & send out the email to the TM
- Make sure to upload the Flood Cert to DV
 - Name the doc 'Flood Certification' tab 'Cond. 4410' & status as a new Condition
 - CTRL + SHIFT + S
 - Please Note: If the property is in a flood zone, make sure to put 'Cond. 4410 – Zone: Enter Zone Letter**
- Exit the file

	08/16/2019 11:24 AM	Flood	< Michelle Marias-Santamaria : 8/16/2019 11:24 AM PDT > Recieved Flood Cert.
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File Message Insert Options Format Text Review Help

Calibri 11 A⁺ A⁻ B I U

Clipboard Basic Text

From: michellem@citadelservicing.com

To: Darci Lahl

Cc:

Bcc:

Subject: Williams, Richard; LS- Manual Research Follow Up Completed

File name: 7024293

Received Flood Cert, Zone X



FEMA Flood Zones

- Here is the link where you can find the Flood Zone Designations, as well as a screenshot
 - https://efotg.sc.egov.usda.gov/references/public/NM/FEMA_FLD_HAZ_guide.pdf

Moderate to Low Risk Areas

ZONE	DESCRIPTION
B and X (shaded)	Between the limits of the 100-year and 500-year Floodplain. area with a 0.2% (or 1 in 500 chance) annual chance of flooding. This zone is also used to designate base floodplains of lesser hazards, such as areas protected by levees from 100-year flood, or shallow flooding areas with average depths of less than one foot or drainage areas less than 1 square mile.
C and X (unshaded)	500-year Floodplain. area of minimal flood hazard.

High Risk Areas

ZONE	DESCRIPTION
A	100-year Floodplain. areas with a 1% annual chance of flooding. Because detailed analyses are not performed for such areas; no depths or base flood elevations are shown within these zones.
AE A1-30 (old format)	100-year Floodplain. The base floodplain where base flood elevations are provided. AE Zones are now used on new format FIRMs instead of A1-A30 Zones.
AH	100-year Floodplain. areas with a 1% annual chance of shallow flooding, usually in the form of a pond, with an average depth ranging from 1 to 3 feet. flood elevations derived from detailed analyses are shown at selected intervals within these zones.
AO	100-year Floodplain. river or stream flood hazard areas, and areas with a 1% or greater chance of shallow flooding each year, usually in the form of sheet flow, with an average depth ranging from 1 to 3 feet. Average flood depths derived from detailed analyses are shown within these zones.
AR	Areas with a <u>temporarily</u> increased flood risk due to the building or restoration of a flood control system (such as a levee or a dam).
A99	100-year Floodplain, areas with a 1% annual chance of flooding <u>that will be protected by a Federal flood control system</u> where construction has reached specified legal requirements. No depths or base flood elevations are shown within these zones.

Undetermined Risk Areas

ZONE	DESCRIPTION
D	Areas with possible but undetermined flood hazards. No flood hazard analysis has been conducted. Flood insurance rates are commensurate with the uncertainty of the flood risk.

