



FEMA

W-09044

August 6, 2009

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and the National Flood Insurance Program (NFIP) Servicing Agent

FROM: National Flood Insurance Program (NFIP) Clearinghouse

SUBJECT: Notice of Claims Polling and iTrack Applications Shut Down and Manual Workflows

The purpose of this memorandum is to communicate the status of Polling and iTrack applications to be shutdown and to begin manual workflows. Effective immediately, Polling and iTrack applications are no longer to be used. All WYO Companies and Vendors are not to submit data to iService through these systems.

All polling data must be submitted to iService via email using the spreadsheet method that was used prior to July 21, 2009. Please revert to emailing the spreadsheets as outlined in the June 16, 2009 email, subject: Claim Polling Update. Files cannot be sent via FTP. The template for the polling spreadsheet is available through your iService company consultant. This is the same template used in manual polling in the past. Polling will continue to be submitted weekly on Wednesdays and for Hurricane IKE only at this time.

All Underwriting data previously submitted through iTrack will now be sent to the iService Underwriting Team through a common email mailbox: [iServiceUnderwriting@ostglobal.com](mailto:iServiceUnderwriting@ostglobal.com). Each request must include the appropriate subject in the subject line. Requests should be categorized as follows:

- SFR Packages
- CBRA Property
- PRP Appeal
- Monroe County Update & 1316
- Community Data Discrepancies
- CONDO Appeals
- Rating/Request
- V-Zone Risk Rating Form (V-ZRRF)
- Special Rating
- Underwriting Questions
- Non-Elevated 1981 Post-Firm V1-V30, VE Zone

We ask for your full support. Any questions or comments regarding the claims polling process should be directed to Melissa Skow-Pease at iService at [mskow-pease@ostglobal.com](mailto:mskow-pease@ostglobal.com). Any questions or comments regarding Underwriting as it relates to iTrack and the new workflow should be directed to Tyrone Gregory at iService at [tgregory@ostglobal.com](mailto:tgregory@ostglobal.com).

cc: Vendors

Required Routing: Claims, Underwriting