



FEMA

W-09076

November 18, 2009

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

FROM: NFIP Clearinghouse

SUBJECT: NFIP iService Company Regional and Field Support Update

The purpose of this memorandum is to communicate the updated assignments of iService Regional and Field Support personnel.

The chart below highlights assignments and contact information for all Regional Field Support Managers. The Acting Regional Managers in Regions I and X will be replaced in the upcoming months. As these positions are filled, additional bulletins will be published to communicate the new resources.

Contact your iService Business Consultant if you have any questions.

cc: Vendors, IBHS, FIPNC, Government Technical Representatives

Suggested Routing: Claims, Underwriting, Marketing

iService Regional and Field Support Team Assignments

Region	Name	Title	e-mail
I	Walter McGuckin	Acting Regional Manager	wmcguckin@ostglobal.com
II	Walter McGuckin	Regional Manager	wmcguckin@ostglobal.com
III	Walter McGuckin	Regional Manager	wmcguckin@ostglobal.com
IV	Lynne Magel	Regional Manager	lmagel@ostglobal.com
IV	David Clukie	Regional Liaison	dclukie@ostglobal.com
V	Rich Roths	Regional Manager	rroths@ostglobal.com
VI	Mark Lujan	Regional Manager	mlujan@ostglobal.com
VII	Monique Pilch	Regional Manager	mpilch@ostglobal.com
VIII	Erin May	Regional Manager	emay@ostglobal.com
IX	Adam Lizarraga	Regional Manager	alizarraga@ostglobal.com
X	Adam Lizarraga	Acting Regional Manager	alizarraga@ostglobal.com