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

FROM: NFIP Clearinghouse

SUBJECT: New iService Group Email Accounts

This bulletin is to notify stakeholders to use new email account names to communicate with the NFIP Bureau and Statistical Agent (iService). A group email account name has been associated with each service provided by the Bureau. This will affect stakeholders who are currently using OST email addresses.

Please start using the following group email accounts effective immediately:

Claims@NFIPiService.com – For all Claims-related communications
SALAE@NFIPiService.com – For all SALAE-related communications
Underwriting@NFIPiService.com – For all Underwriting-related communications
WYO@NFIPiService.com – For all communications between WYO and iService
Correspondence@NFIPiService.com – For all communications related to Correspondence Inquiries
IT@NFIPiService.com – For all iService Website and Help Desk support
iService@NFIPiService.com – For all general inquiries and requests from iService
AskTheExpert@NFIPiService.com – For all Ask the Expert inquiries from NFIP stakeholders

cc: Vendors, IBHS, Government Technical Representative

Required Routing: All Departments