



FEMA

W-11027

May 9, 2011

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