

Volume 1, Spring 2003

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For additional information or clarification regarding any of the articles published in *The Guardian*, please contact Ms. Paula Anders, **WNC**First Corporate Development Coordinator at [panders@wncfirst.com](mailto:panders@wncfirst.com)

## Hot Issues

### Flood Deficiency? We've Got The Answer.

by Rosemary McKinnon

In our commitment to provide our clients with products and services that offer protection in a manner that is acceptable to investors and regulators alike, **WNC**First has developed our Flood Deficiency Insurance Program. This program is designed to provide the mortgage lender or servicer with protection against deficient flood insurance limits, co-insurance penalties, and higher-than-allowable deductibles.

**WNC**First's Flood Deficiency Insurance Program provides the following coverages and benefits:

- Protection for insufficient coverage amounts by insuring the difference between the amount of the insurance required (i.e. replacement cost or loan balance) and the actual limit of the mortgagor's primary policy

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## From The President's Desk

### Challenging Times

by Carl L. Herrmann, III

As most of us are these days, **WNC**First is confronted with the challenges of our country's involvement in the Middle East and a confusing economy. So, our primary objective during this critical time is to ensure **WNC**First provides the products and services necessary to fully support our clients and customers. How are we going about it?

First, we are preparing our Customer Service Teams to recognize and accommodate special circumstances whenever and wherever they are encountered.

Next, we are assessing our product offerings to ensure they provide the service benefits and coverage to satisfy our clients' current and future needs. Above all, our goal in this respect is to provide products that allow our clients to remain fully competitive while fully meeting their and their customers' needs.

A primary outcome of the product review is an identified need to provide better insurance for losses resulting from acts of terrorism. Our clients told us that as of the events of 9/11, the availability and depth of coverage for apartment buildings and residential commercial property was too highly restricted and limited. As a result, **WNC**First now has an insurance product providing that coverage. It is comprehensive in nature and can be endorsed onto other insurance coverages and programs we provide.

Our product review also resulted in the determination that, in the current business climate, there is a need for auto dealers open lot inventory insurance, for either new or used car dealerships. In response, **WNC**First is finalizing development of this new product and it is now being test marketed in specified Western states.

If you would like to know more about either of these products, or if you would like to suggest innovations that address and satisfy changing client needs, please let us know. Remember, at **WNC**First our watchwords are Strength, Service and Specialty.



## The Weather Window

### NOAA Extends Hurricane Forecasts From Three To Five Days

*Additional Planning Time Critical For U.S. Navy And Others*

The National Oceanic and Atmospheric Administration's (NOAA) National Weather Service (NWS) will begin issuing five-day hurricane forecasts this year, extending the three-day forecasts issued since 1964. The NWS, part of the Department of Commerce, is charged with protecting life and property against tropical cyclones by issuing timely and accurate hurricane forecasts, watches and warnings. The agency is extending the forecasts after a two-year test. The

agency cited customer needs for longer-range forecasts, and major improvements in track forecasting skill over the past few decades as reasons for lengthening the forecasts.

According to James R. Mahoney, Ph.D., assistant secretary of Commerce for oceans and atmosphere and NOAA deputy administrator, "This five-day forecast provides a valuable planning and preparedness tool and is a tangible step forward in our efforts to protect lives and property, and enhance the U.S. economy. The new forecast is particularly useful for those who need more than 72 hours advance notice to move resources out of harms way, such as U.S. Navy ships. Furthermore, as people and infrastructure crowd coastal areas, earlier awareness to a potential problem is needed to increase public safety."

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Captain Jeff Bacon, Commander, Naval Atlantic Meteorology and Oceanography Center, Norfolk, Va. said, "U.S. Navy interest in the longer range forecasts are driven by the lengthy time required to protect major shore activities, move ships from port or divert those at sea. Decision timelines often extend beyond four days in advance of the onset of destructive conditions."

Max Mayfield, NOAA National Hurricane Center (NHC) director, said, "NHC and the Central Pacific Hurricane Center have been working closely with our customers since 1999 to extend the forecasts, and went through a rigorous set of experiments during the 2001 and 2002 Atlantic and eastern and central North Pacific hurricane seasons to test this capability. These experiments were successful largely because of improved modeling techniques developed jointly by NOAA's Geophysical Fluid Dynamics Laboratory, Environmental Modeling Center, and other researchers." Data from the 2001 and 2002 seasons indicate the five-day track forecast will be as accurate as the three-day forecast was 15 years ago.

Accuracy in hurricane track forecasting is measured by "track error" – the distance between the predicted position of a storm's center and its later, actual position. The two-year trial showed the five-day average track error for Atlantic tropical storms and hurricanes was 323 nautical miles (nm), and 191 nm in the eastern Pacific. For comparison, in 1964-1965, the first two years of three-day Atlantic track forecasts, average error was 389 nm. Pacific errors are typically lower because many of the storms move generally east to west. While Atlantic storms often track east to west too, many curve toward the northwest and north, and often accelerate, making them more difficult to forecast.

## The Winter of 2002-2003

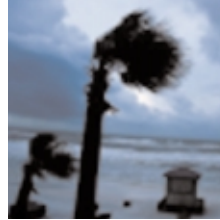
This past winter featured below normal temperatures with average precipitation and above normal snowfall across many locations. Climatological winter includes the months of December, January and February respectively.

It was the coldest winter in nine years since 1993-1994. However none of the listed locations reported this winter to be within the top ten coldest. Nevertheless it was a stark contrast to the winter of 2001-2002, the mildest on record. The average temperature the winter of 2002-2003 was nearly 10 degrees colder than 2001-2002.

*Courtesy of National Weather Service*

NOAA's National Weather Service is the primary source of weather data, forecasts and warnings for the United States and its territories. NOAA National Weather Service operates the most advanced weather and flood warning and forecast system in the world, helping to protect lives and property and enhance the national economy. To learn more about the NOAA National Weather Service, please visit <http://www.nws.noaa.gov>.

The Commerce Department's National Oceanic and Atmospheric Administration (NOAA) is dedicated to enhancing economic security and national safety through the prediction and research of weather and climate-related events and providing environmental stewardship of our nation's coastal and marine resources. To learn more about NOAA, please visit <http://www.noaa.gov>.



gives the model a reality check. The result is an accurate estimate of collateral value than can be obtained from a limited model selection. Significant costs are realized, and turnaround times remain competitive.

Even the best AVM models in the most data rich areas don't have enough data to generate a reliable conclusion of value all the time, which becomes a particular problem in remote areas and non-disclosure states. When a value cannot be concluded through available information, MI automatically upgrades the property request to a drive-by in its national field agent network. This seamless upgrade keeps the service momentum going for the borrower, and puts Market Intelligence in the unique position of being able to deliver a 100% "hit rate" on all requests.

All evaluations and appraisals are reviewed for quality as part of the MI process. Field work is reviewed and signed off by a qualified real estate appraiser. Random audits of field data are also conducted as part of an on-going review process.

MI evaluations significantly cut costs while improving turnaround. Major lenders have reduced their collateral evaluation costs by over 50% and saved millions. These lenders have also experienced a simultaneous reduction in turnaround times of 50-70%. More competitive service has increased the application yield, as more loan applicants close before losing interest or borrowing from another bank.

MI offers a complete menu of connectivity solutions for rapid order acceptance and delivery. Current clients communicate with MI through Internet, point to point, and full mainframe to mainframe connections.

### Features (See Table, Page 4)

- National Coverage (all 50 states)
- Full Range of Products Match Risk with Cost
- Hybrid Approach Increases Safety and Soundness
- Seamless Upgrades to Drive by Inspections: 100% coverage
- 100% Quality Review
- Cut costs and turnaround times
- State of the Art Services with multiple EDI links
- Proven track record with multiple lenders

MI was the first appraisal services provider to develop a national network for the delivery of appraisals and appraisal alternatives to major lenders. With over 25,000 appraisers and real estate professionals, and its proprietary vendor management system, MI can deliver a wide range of collateral evaluation products within competitive time frames. For more information, please contact [info@wncfirst.com](mailto:info@wncfirst.com).

## Service Highlights

### The Hybrid Approach To Collateral Evaluation

by Kelli Jones

#### Combining Automated Estimates with Street Smarts

Market Intelligence (MI) understands the strengths and pitfalls of automated estimates as well as traditional appraisals. To best meet the needs of real estate lenders, MI combines speed and technology with the street smarts of veteran real estate appraisers. Through innovative information systems technology, a shrewd understanding of real estate, and its position as an independent provider of valuation services, MI has created a unique hybrid solution to meet the needs of its clients.

MI recognized early on that sophisticated lending clients wanted to safeguard their underwriting decisions while at the same time enhancing their competitiveness in service and price. Market Intelligence product range extends from Automated Valuation Models (AVMs) and hybrid appraisal alternatives to full URAR conventional appraisals. This tiered product structure allows clients to optimize their valuation costs by matching the appropriate valuation product with the level of the underwriting risk.

MI can economically run property valuation requests through a battery of the major AVM models. By using multiple independent models, inconsistency inherent in any particular model is overcome. Further statistical correlation and review by an experienced real estate appraiser or analyst

- Protection for co-insurance penalties if the property is not insured for at least 80% of its replacement value at the time of loss
- Deductible Buy Back coverage for a deductible that exceeds the maximum allowed in the loan agreement
- Temporary Dwelling Residence coverage for the mortgagor under our Lender Placed Insurance Program

A notice of insurance is issued for each property location reported to us for deficiency coverage and is made effective the same date as the mortgagor's primary flood policy. The limit of liability will not exceed the difference between the maximum limit of liability available under the NFIP (\$250,000/residential \$500,000/commercial) and the limit of the primary policy in force on the date of loss. To illustrate, a loan is secured by a residential building valued at \$350,000.00 with an outstanding loan balance of \$200,000.00. The investor requires replacement cost coverage up to the maximum available under the NFIP. The mortgagor's primary flood policy insures the building for \$200,000.00 and is effective 05/01/03. Deficiency coverage is issued effective 05/01/03 in the amount of \$50,000.00.

So that you'll no longer face the risks of underinsurance, co-insurance penalties and excessive deductibles, all you need to do is send us a monthly data file of your underinsured properties with the loan balance and both the hazard and flood coverage amounts.

For those of you who contract your flood insurance tracking with WNCFirst, we will monitor your portfolio for these deficiencies. This is easily accomplished by using the data interface already in place. When the mortgagor's primary policy is received, the program administrator records critical policy information including coverage amount and deductible. The policy limits are then compared to the loan requirements provided in your data file. Each time a deficiency is identified, a series of notification letters will be sent to the mortgagor notifying them of your requirements and what needs to be done to cure the deficiency. The deficiency coverage in the form of a notice of insurance will be issued if the deficiency is not remedied.

**WNCFirst's Flood Deficiency Insurance Program** coupled with our Lender-Placed Flood Insurance Program is a fully comprehensive package that satisfies all flood insurance requirements and meets regulation standards.

## Who is WNCFirst?



*Kathy Price, Manager/Commercial Division, Denver*

Please welcome Kathy Price, CIC who was recently hired as Manager of the Commercial Division in Denver. Kathy comes to **WNCFirst** from Travelers Insurance Co where she was employed 22 years, most recently as an Account Executive in the Commercial Division. Kathy's managerial credentials and underwriting expertise complement the production and claims talent that exists in our commercial team.

"I am very excited to be a part of the **WNCFirst** organization," Kathy said. "The opportunity to expand upon my years of experience in underwriting and marketing with Travelers and make a significant contribution to the future growth and profitability of **WNCFirst** is an exciting challenge."

## The Technology Bulletin

### Technology Calls and WNCFirst Answers

*by Greg Shimkus Sr. VP/Operations & Technology*

"VOIP (Voice Over IP), Toll Bypass (an inter-company call utilizing IP over a wide area network), VPN (Virtual Private Network), LAN/VLAN/WAN (Local Area Network, Virtual Local Area Network, Wide Area Network)"

This is the new language at **WNCFirst** resulting from our CISCO enterprise telephony project. This project represents an investment of well over \$600,000 in infrastructure to create a high-speed, fully integrated voice and data backbone linking all **WNCFirst** processing centers. When complete, in the fourth quarter of 2003, this system will enable an employee in the Pasadena operation center to function as if they were working side by side with any employee in the Dallas operation center. This flexibility will create efficiencies in process flows and work distribution that will ultimately provide further benefits to our clients. In addition to operational benefits, this platform creates a totally redundant environment and insulates **WNCFirst** from business disruptions due to a localized catastrophe.

Future initiatives with this technology include video conferencing, complete off-site office integration into the core servicing operations and unified desktops eliminating the separation between a telephone and a computer. As technology evolves, it is imperative that front line companies such as **WNCFirst** embrace the challenge and opportunities that this continual process creates. Our clients can be certain that we will always be *knowledge-driven* and *technology-powered*.

## Focus on the Client

### Make Mine Multifamily: Talking About Topanga

*by Kelly Pagett, Sr. VP/Topanga Insurance*

How many generations does it take to build a great insurance man? In my case, three is enough. My grandfather and father were both successful members of the State Farm organization, so the things that most of us learn after graduation and on the job, came to me while I was still working with alphabet blocks and erector sets. After a rising career at State Farm, I left the fold, and branched out, launching my own firm, Topanga Insurance, in 1996. In an era of mass marketing and mega corporations I quickly assessed that survival and success could come from heading in the opposite direction, using niche marketing and specialization.

Topanga is uniquely focused on the multifamily sector of commercial real estate, and has pioneered in the development of programs that satisfy a property owner's need for protection, while simultaneously not wrecking the NOI. In the nearly eight years that I've headed Topanga, the company has provided coverage for \$10 billion in properties across 40 states. Working closely with **WNCFirst's** Lynda Andrews, Topanga and its strategic partner have continuously addressed the pressing insurance issues of the times, and created programs to meet the challenge. Much of the inspiration comes from Topanga's alliance with Arcs Commercial Mortgage as well. Arcs is the leading lender in multifamily finance, with six consecutive years as Fannie Mae's #1 DUS multifamily lender, five consecutive years as their leading affordable housing lender, and

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## Highlights of Separate Methodologies

	AVMs*	QCE	Drive-by	Interior Inspection
ADVANTAGES	<ul style="list-style-type: none"> <li>– Fastest turnaround Speed</li> <li>– Lowest Cost</li> <li>– Objectivity</li> <li>– High Confidence Potential for Portfolios</li> </ul>	<ul style="list-style-type: none"> <li>– Faster than Inspection</li> <li>– Cost Less than Inspection</li> <li>– Multiple Data Providers</li> <li>– Correlation for Risk Reduction</li> <li>– Independent Analyst Review “Sanity Check”</li> <li>– Automatic Upgrade to Inspection</li> <li>– Lowest Overhead/Labor Cost for Client</li> <li>– Greater Coverage than Single AVM’s</li> </ul>	<ul style="list-style-type: none"> <li>– Faster Turnaround vs Interior</li> <li>– Lower Cost vs Interior</li> <li>– Local Market Knowledge</li> <li>– Local Public Records</li> <li>– 100% Coverage</li> <li>– Verification of Exterior Condition</li> <li>– Guarantee of Property Existence</li> </ul>	<ul style="list-style-type: none"> <li>– Verification of Exterior Condition</li> <li>– Verification of Interior Condition</li> <li>– Highest Correlation to benchmark URAR</li> <li>– Local Market Knowledge</li> <li>– Local Public Records</li> <li>– 100% Coverage</li> </ul>
DRAWBACKS	<ul style="list-style-type: none"> <li>– Limited Coverage</li> <li>– Wide Variability                             <ul style="list-style-type: none"> <li>- to benchmark appraisal</li> <li>- among competing models</li> </ul> </li> <li>– Cannot Verify Exterior Condition</li> <li>– Cannot Guarantee Property Existence</li> <li>– Single Methodology for Value Determination</li> <li>– Cannot Verify Interior Condition</li> </ul>	<ul style="list-style-type: none"> <li>– Cannot Verify Exterior Condition</li> <li>– Cannot Guarantee Property Existence</li> <li>– Cannot Verify Interior Condition</li> </ul>	<ul style="list-style-type: none"> <li>– Turnaround vs AVM/QCE</li> <li>– Cost vs AVM/QCE</li> <li>– Cannot Verify Interior Condition</li> </ul>	<ul style="list-style-type: none"> <li>– Highest Cost</li> <li>– Slowest Turnaround</li> </ul>

## Compliance Corner

### Terrorism Coverage Survey Update

by Lynda E. Andrews, Exec. VP

In compliance with the Terrorism Risk Act of 2002 (TRIA), WNCFirst sent out 450 offers to purchase terrorism coverage to each individual commercial certificate holder. To date, we have received 12 replies with 5 insureds electing to purchase the coverage. Under the Federal Law, the accounts have 30 days from the mailing date to consider the offer of coverage and submit the premium required. If the offer is accepted, coverage dates back to November 26, 2002 as defined in Section 102(1) of the Act. If rejected, the terrorism exclusion nullified by the act will be reinstated.

In speaking with Mr. Kelly Pagett, Senior Vice President of Arcs Mortgage, an authorized FNMA DUS lender, it was noted that FNMA guidelines do not require their commercial accounts to purchase terrorism coverage if the loan amount is under \$20 million. Pagett further stated that many accounts with loans between \$20 and \$50 million have requested and received a waiver from FNMA for this coverage.

As of January 1, 2003, all commercial policy quotes include a separate disclosure and offer to purchase terrorism coverage.

On excess flood business, a total of 604 initial TRIA notifications were sent. As of the last update, 15 declines and 10 acceptances with checks have been received. Confirmation notices will be sent stating that the terrorism exclusion will be reinstated 30 days from the date of mailing unless an election to purchase terrorism coverage is received.

On the lender-placed side, a total of 434 disclosures were sent to flood clients and 36 to hazard accounts. To date, there are identical response rates of 11% on both product lines. Lender placed flood clients were requested to acknowledge receipt of the disclosure that informed them about the portion of their annual premium that is attributable to terrorism coverage. WNCFirst’s lender-placed flood program includes terrorism coverage.

Lender-placed hazard clients were requested to indicate acceptance or declination of the terrorism insurance offer. As it was with the commercial and excess flood mailings, the disclosure also indicated that if no response is received thirty (30) days after mailing, the terrorism exclusion of the policy will be reinstated.

A follow-up or reminder mailing to those lender placed flood and hazard clients who haven’t acknowledged or responded to the initial mailing was made during the first week of April 2003. Responses are still being received and tabulated as of this article’s publication.

It should be noted that the Terrorism Risk Act offers coverage for an “act of terrorism” which has been committed by an individual or individuals acting on behalf of any foreign person or foreign interest, as part of an effort to coerce the civilian population of the United States or to influence the policy or affect the conduct of the US government by coercion.

WNCFirst continues to offer a “domestic” terrorism “stand alone” policy.

### Dr. Gray Updates Hurricane Forecast For 2003

April 7, 2003, On Friday, Dr. Gray released his second forecast for the 2003 hurricane season. Dr. Gray predicts an above average hurricane season and that weakening El Niño will be largely dissipated by the summer. The forecast is for 12 named storms, eight hurricanes and three intense hurricanes. National Weather Service

## Compliance Corner

### Why RESPA Section 8 Cases Should Soon Die Out

by Dennis Bailey, Bo Brown – Rushton, Stakely, Johnston & Garrett, P.A.



Dennis R. Baily



Bowdy J. Brown

The residential mortgage lending industry has been targeted lately as a deep pocket by certain elements of the plaintiff's bar. A few years ago a handful of plaintiff firms specializing in class actions theorized the usual and customary practice of mortgage bankers paying yield spread differentials ("YSPs") to mortgage brokers would sound terrible to juries and offer huge potential fee returns if a violation of the Real Estate Settlement and Procedure Act ("RESPA") anti-kickback provisions (Section 8 of RESPA) could be established on a class wide basis. Hundreds of such cases were filed in targeted jurisdictions making the blanket allegations that "par plus" pricing sheets contained kickbacks that induced mortgage brokers to violate their duties to their clients by luring them to accept loans with "above par" interest rates. Today those claims appear to have little future for two basic reasons: (1) The individual claims do not resonate with juries; and (2) Class actions are no longer available.

The first reason we believe these claims will dissipate is that jurors like "no closing cost" loans and the plaintiffs in these cases appear to want to eliminate that option. As attorneys practicing in Alabama, once characterized as "tort hell" by national publications, we were on the front lines of some of the first Section 8 cases. Indeed, as far as we know, we were the first and, to date, the only defense firm to have actually tried one of these RESPA cases to a jury verdict. Interestingly, after class certification was denied by the federal district judge, the trial as to the individual claim in 1997 resulted in a unanimous defense verdict by a jury comprised of eight working people of varied educational levels from central Alabama after deliberations of less than two hours. We learned from that experience that our jurors understood that the rich plaintiff's lawyers were trying to keep poor people from buying houses with "no closing cost"

loans. The jurors understood that it made sense to give consumers the choice of financing their closing costs with deductible interest payments or in scraping up the cash to pay the closing costs. Wealthy plaintiff attorneys simply fail to grasp how much avoiding \$1,000 in closing costs means to the working people they normally love to have on juries.

The second reason these cases should die out soon is the inability to get them certified as class actions. It is no secret that most plaintiff's firms doing this type of work do not want to actually try the cases. They want them certified and settled with huge attorneys fees awards from the combined settlement pool. Individually, the amounts involved do not generate sufficient fees to keep them living in the manner to which they have grown accustomed. Interestingly, not long after our 1997 verdict (and just days after the appeal time expired on the plaintiff) the Eleventh Circuit Court of Appeal reversed a district court for denying class certification in a similar case in Birmingham, Alabama, 'affectionately' known as "Culpepper I". That decision sparked a new wave of class filings against the industry. In response HUD attempted to support the YSP practice with a 1999 Statement of Policy. In light of the revised policy other federal circuit courts rejected the Eleventh Circuit's reasoning. However, the Eleventh Circuit (MS, AL, FL & GA) in

Culpepper II declared the policy "ambiguous" and held to their prior decision. Fortunately for the industry, after the recent 2001 HUD Statement of Policy the Eleventh Circuit recently admitted that HUD's interpretations are deserving of great weight and that given HUD's interpretation of Section 8, individual issues involved in attempting to prove a RESPA Section 8 violation in the YSP context would overwhelm the class action mechanism and that such cases are not suitable as class actions. This new case, *Heimmerman v. First Union Mortgage Corp*, 2002 WL 31067330 (Sept. 18, 2002), has already resulted in a federal district court in Alabama issuing orders denying class certification en masse.

Without jury appeal nor the extortionist class action settlement hammer, we believe the RESPA Section 8 remedy should be relegated to those isolated cases where corrupt mortgage brokers or lenders actually pay providers under the table for the referral of business. However, only time will tell. After all, the plaintiffs' bar is very creative when it comes to concocting legal theories potentially generating big fees.

Dennis R. Bailey and Bowdy J. Brown of Rushton, Stakely, Johnston & Garrett are one of **WNCFirst's** outside counsels in Alabama. Mr. Bailey is a commercial litigator and Mr. Brown is a mortgage banking specialist. For more information about the firm, please logon to [www.rsj.com](http://www.rsj.com).

#### Myth vs. Fact

##### Myth

A 100-year flood occurs only once every 100 years.

##### Fact

The 100-year flood is a climatic average; there is a 1% chance that a 100-year flood will occur in any given year.<sup>1</sup>

##### Myth

Flash floods occur mainly in the eastern United States.

##### Fact

Flash floods occur in all 50 states, including Alaska and Hawaii.<sup>1</sup>

##### Myth

Flash floods occur only along flowing streams.

##### Fact

Flash floods can occur in dry arroyos and urban areas where no streams are present.<sup>1</sup>

##### Myth

Flash floods occur mainly in the late afternoon and evening.

##### Fact

Many flash floods occur at night.<sup>1</sup>

##### Myth

Homeowners insurance policies cover flooding.

##### Fact

Unfortunately, many homeowners do not find out until it is too late that their policies do not cover flooding. Contact your insurance company or agent to buy flood insurance.<sup>1</sup>

##### Myth

It is more important to have fire insurance than flood insurance on your home.

##### Fact

If your home is in a SFHA area, you are four times more likely to suffer a flood loss than a fire loss over the life of a standard 30 year mortgage.<sup>2</sup>

##### Myth

You can't buy flood insurance if your property has been flooded.

##### Fact

You are still eligible to purchase flood insurance after your home, apartment, or business has been flooded, provided your community is participating in the National Flood Insurance Program.<sup>1</sup>

##### Myth

Larger vehicles, such as SUVs and pickups are safe to drive through flood waters.

##### Fact

Two feet of rushing water can carry away most vehicles including SUVs and pickups.<sup>1</sup>

<sup>1</sup> From "Floods: The Awesome Power" brochure by U.S. Dept. of Commerce, NOAA and National Weather Service, August 2002 at: [http://www.nws.noaa.gov/om/brochures/Floodsbrochure\\_9\\_04\\_low.pdf](http://www.nws.noaa.gov/om/brochures/Floodsbrochure_9_04_low.pdf)  
<sup>2</sup> FEMA: Tips to Help Prepare for the Next Flood at: <http://www.fema.gov/diz99/d1272n38.shtm>

## Conference Update

### 20th Annual ALLTEL Information Exchange, May 4 - 7, 2003; Wyndham Palace Resort and Spa

-- Lake Buena Vista, FL

Open to all Alltel clients and partners, this years theme is *"Unlocking the Power of Knowledge."* Network with other distinguished mortgage industry executives and information technology professionals from around the country and hear from leading business strategists and inspirational speakers. Attend this conference for insightful information from your peers and the people and resources you need to make strategic business decisions.

### 2003 National Flood Conference, May 27-30, 2003 -- San Francisco Hilton & Towers

Planned sessions: *"Keeping Coverage Compliant"* - which will include the following topics: understanding coverage amount, second lien coverages, managing an audit response, GAP coverages, insuring buildings under construction.

### *Town Hall Meeting with the Regulators: Managing Flood Compliance Risk The NLIC in Action*

There will also be a 5K run benefiting the Salvation Army Disaster Relief Fund.

If you have any questions regarding the upcoming flood conference, please contact Catherine King at (301) 918-1439.

### *Focus continued from page 5*

most recently their #1 manufactured housing community lender. As the direct agency for Arcs, Topanga has access to information about 1700 properties nationwide. Arcs' experience working with a variety of property types and unique situations help WNCFirst and me satisfy my customers' needs. And, while I've led Topanga to a leadership role in multi-family insurance, my wife Jaime and I also find time to raise two healthy, active, young sons. Fourth generation? Only time will tell.

About the author: Kelly Pagett is the leading producer of WNCFirst's multifamily commercial insurance product. To learn more about this service, please contact Lynda Andrews in Denver at 720-875-0134.

Please feel free to contact Sheri Kordsmeier at 770-509-5159, if you have any questions or need any additional information about these or any other conferences.



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