



**FEMA**

W-11012

March 9, 2011

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

A handwritten signature in blue ink that reads "Edward L. Connor".

FROM: Edward L. Connor  
Acting Federal Insurance and Mitigation Administrator

SUBJECT: National Flood Insurance Program Direct Servicing Agent Contract Award

The contract for the National Flood Insurance Program Direct Servicing Agent has been awarded to Computer Sciences Corporation (CSC) of El Segundo, California. CSC, the incumbent bidder, has been a long time partner with the Federal Emergency Management Agency servicing flood insurance policies and continues in that role as the prime contractor with this award.

The Direct Servicing Agent (DSA) Team includes Lionel Henderson & Company of Elk Grove, California, as the sub-contractor, tasked with running the customer service call center. Lionel Henderson & Company has an extensive background in flood insurance call center operations. Together these two entities comprise the DSA Team which will continue their track record of excellence. Operations for the DSA Team are located in Shawnee Mission, Kansas; Lenexa, Kansas; and Hyattsville, Maryland.

The National Flood Insurance Program Direct Servicing Agent services the books of business of independent insurance agents. Additionally, it handles some unique features of the NFIP such as Repetitive Loss and Group Flood Insurance policies. Last October, the team began the transition of State Farm's book of flood business into the Direct Servicing Agent.

During the first six months of the contract, the DSA Team will focus on the transfer of the remainder of State Farm's book of business into the Direct Servicing Agent as well as implement the 2011 Program changes.

We look forward to a successful partnership with the DSA Team, meeting the needs of our agents, insureds and lenders who depend on the Direct Servicing Agent.

Should you have any questions, please contact Roland Holland, NFIP DSA COTR. He may be reached by email: [Roland.Holland@dhs.gov](mailto:Roland.Holland@dhs.gov) or telephone 202-212-4720.

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Required Routing: All Departments