



FEMA

W-17003

February 24, 2017

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

FROM: NFIP Clearinghouse

SUBJECT: NFIP iService Company Regional and Field Support Update

The iService Regional Support Team is responsible for conducting regional activities in support of the National Flood Insurance Program (NFIP).

The principal goals of the iService Regional Support Team are to support their respective FEMA regions by performing outreach activities (presentations, conferences, public open houses, and map meetings); providing research to congressional inquiries for regional stakeholders; responding to declared disasters; and answering inquiries from stakeholders (public, community officials, insurance agents, lenders, adjusters, engineers).

Responsibilities of the iService Regional Support Team include:

- Responding to stakeholder inquiries
- Providing flood insurance technical assistance to FEMA Regional Offices
- Supporting FEMA regions at multiple workshops, meetings, and conferences
- Responding to “Ask the Expert” inquiries
- Performing pre- and post-flood activities

The current directory for the iService Regional Support Team is attached for your convenience. Please be aware that the directory below replaces the information published in the Reference section of the *NFIP Flood Insurance Manual*.

Attachment

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting

NFIP iService Regional Support Team 2017 Directory

Regional Support Team Lead

Walter McGuckin LUTCF

8400 Corporate Drive, Suite 350

Hyattsville, MD 20785

Work: 301-386-6332

Cell: 571-422-3053

Fax: 267-560-5057

wmcguckin@nfip-iservice.com

Region I Manager (CT, MA, ME, NH, RI, VT)

Thomas Young CPCU, ANFI

PO Box 16321

Hooksett, NH 03106

Work: 603-625-5125

Cell: 571-419-2717

Fax: 603-625-5125

tyoung@nfip-iservice.com

Region II Manager (NJ, NY, PR, VI)

Walter McGuckin LUTCF

PO Box 7342

Penndel, PA 19047

Work: 267-560-5057

Cell: 571-422-3053

Fax: 267-560-5057

wmcguckin@nfip-iservice.com

Region III Manager (DC, DE, MD, PA, VA, WV)

Walter McGuckin LUTCF

PO Box 7342

Penndel, PA 19047

Work: 267-560-5057

Cell: 571-422-3053

Fax: 267-560-5057

wmcguckin@nfip-iservice.com

Region IV Manager (AL, FL, GA, KY, MS, NC, SC, TN)

David Clukie CFM ANFI

PO Box 282

Marble Hill, GA 30148

Work: 770-893-1480

Cell: 571-422-7307

dclukie@nfip-iservice.com

Region IV (Part Time) (AL, FL, GA, KY, MS, NC, SC, TN)

Lynne Magel ANFI

Cell: 571-389-4762

lmagel@nfip-iservice.com

Region V Manager (IL, IN, MI, MN, OH, WI)

Annette Burris CFM

PO Box 407

Petersburg, IL 62675

Work: 217-632-7210

Fax: 217-632-7210

aburris@nfip-iservice.com

Region VI Manager (AR, LA, NM, OK, TX)

Tom Kustelski

PO Box 399

Pipe Creek, TX 78063

Cell: 210-393-7857

tkustelski@nfip-iservice.com

Region VI Liaison (AR, LA, NM, OK, TX)

Carlton Watts

NFIP OK Office

PO Box 13

Wewoka, OK 74884

Work: 405-257-9000

Fax: 405-257-9000

cwatts@nfip-iservice.com

Region VII Manager (IA, KS, MO, NE)

Ally Bishop

PO Box 252

Louisburg, KS 66053

Work: 913-837-5220

Cell: 571-422-7463

abishop@nfip-iservice.com

Region VIII Manager (CO, MT, ND, SD, UT, WY)

Erin May CFM, ANFI

NFIP iService

P.O. Box 150172

Lakewood, CO 80215

Work: 303-674-1449

Cell: 571-422-7630

emay@nfip-iservice.com

Region IX Manager (AZ, CA, HI, NV, Guam, American Samoa, Mariana Islands, Marshall Islands, Micronesia, Palau)

Adam Lizarraga ANFI CFM

PO Box 1956

West Sacramento, CA 95691

Work: 916-375-0927

Cell: 571-424-0611

Fax: 916-375-0927

alizarraga@nfip-iservice.com

Region X Manager (AK, ID, OR, WA)

Kristin Minich CFM

9300 50th Avenue NE

Marysville, WA 98270

Work: 360-658-8188

Cell: 571-422-8823

Fax: 360-658-8188

kminich@nfip-iservice.com