

THE NATIONWIDE STANDARD

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A Free Quarterly Newsletter for Lenders

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Our Mission

"We are committed to being the foremost provider of accurate information and quality customer service at a competitive price for our clients."

Happy
New
Year!

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THERE AIN'T NO 'I' IN TEAM... IS THERE?

By Scott Byorum

From Western Independent Banker -
December 05/January 06; Focus: People -
Your Most Important Asset

You must've heard them before. You know - those trite, overused phrases meant to get people on board with what everyone else on a team is trying to accomplish: "There ain't no 'I' in team," and, "be a team player," and, "let's win one for the team," etc. Blah, blah, blah. Don't get me wrong. Without teams, we would accomplish very little. But in the effort to unite employees into a cohesive functioning unit, we've accrued a common misconception about teamwork and team building. And I'm here to ground it.

You may have heard the phrase "the whole is greater than the sum of its parts." Usually the example given is that of an engine, where the whole of an assembled engine accomplishes much more than any of its individual parts. But the phrase is only partially correct. It should go "the whole has the potential to be greater than the sum of its parts, but only if those parts are in good working order." You've no doubt experienced it yourself. A hose breaks in your engine and that engine doesn't work like it used to, if at all.

In an organization's search to help people work together effectively we often overlook the most important part of what makes a team work in the first place - the individual.

Trite phrases like the ones mentioned in the opening paragraph put pressure on individuals to conform to a common standard and often ignore how differences among individuals can play an important role in the dynamics of a group. Real teamwork begins when people express those differences and explore them. That's how new ideas and new ways of looking at issues arise. Conformity often quashes inspiration and expression.

If we go back to the analogy of the engine that's blown a hose or some other part, a temptation may cross our minds to say "We'll just replace the hose with a new one and the engine will be all better!" Will it?

(Continued on Page 3...)

Did You Know?

According to a poll of several thousand managers and employees from a range of American companies, here is the impact on co-workers of negative and rude behavior in the workplace:

- 48% decreased their work effort
- 47% decreased their time at work
- 38% decreased their work quality
- 66% said their performance declined
- 80% lost work time worrying about the incident
- 63% lost time avoiding the offender
- 78% said their commitment to the organization declined

(Source: *Harvard Business Review*, April 2009)

The Moral: Leave your personal problems and drama at the door. You spend 1/3 of your life at work. Make that time positive and pleasant for all.

Quote for the Quarter

"Argue for your limitations, and sure enough, they're yours." (Richard Bach, American writer)

I'm Not In A Flood Zone!

Actually, yes you are. In fact, everyone is in a flood zone. The world is one big flood zone.

Think flooding doesn't happen in the mountains? It does. Mountains have variable terrain with dips and valleys. They aren't domes.

Think flooding doesn't happen in the desert? It does. Water comes down from the sky everywhere. Some places receive more than others, but all places get wet sooner or later.

Just an inch of water can cause costly damage to a property.

The question isn't whether or not you are in a flood zone; there is no question about that. The question is which flood zone you are in and how much risk of flooding does it have.

As a lender, you probably already know that any flood zone starting with an 'A' or a 'V' is in a Special Flood Hazard Area (SFHA) and that federally backed loans in those areas require mandatory flood insurance.

FEMA reports that houses in these high-risk areas have a 26% chance of being damaged in a flood over the course of a 30-year mortgage. There is only a 9% chance for a fire in that same period.

The term "100-year flood" is not the flood that will occur once every 100 years. Rather, it is the flood elevation that has a 1% chance of being equaled or exceeded each year. Thus, the 100-year flood could occur more than once in a relatively short period of time.

But even lesser risk zones, such as 'X', 'C', or 'B' do still carry the risk of flooding each year, even if they do not carry mandatory insurance requirements. And did you know that zone 'D' is undetermined as to flooding hazard?

While borrowers may be relieved to learn that their homes are "out of the flood zone" and don't require flood insurance, make sure that you have a healthy conversation with them regarding their flood risk and the availability of insurance. ***Everyone is in a flood zone.***



Life-of-Loan / Renewals

When ordering a tax or flood service, there is a field next to the loan number field called "Term." The number you enter there is the length in years that Nationwide will track (or monitor) the loan. This is referred to as "Life-of-loan."

Because loans pay off at different times, each unique loan number is considered a separate order with its own Life-of-Loan term. This is similar in reason as to why each unique parcel number is a separate order in that the county records them as such, which affects research.

If a loan's term is extended or a new loan number is assigned, services for that loan need to be renewed through Nationwide. If there is tax service assigned through us, the renewal is at a reduced fee for the basic tax tracking. However, other service add-ons, like flood certification or delinquent letter, are renewed at full price.

When a loan reaches the end of its term (i.e. the end of its "life"), Nationwide offers the lender a chance to renew the loan services before we delete it from our system. A good lender policy is to include Nationwide in the loan process by informing us of deletions and renewals as they occur. This way, you can maintain a clean service portfolio.

Hours of Operation:
Mon – Fri, 8am – 5pm

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Martin Luther King, Jr Day, 1/18

"A man can't ride your back unless it's bent."

Groundhog Day, 2/2

"Turn your face to the sun and the shadows fall behind you." ~ Maori Proverb

Chinese New Year, 2/14

Year of the Tiger

Valentine's Day, 2/14

"Love is being stupid together." ~ Paul Valery

Presidents Day, 2/15

"Being president is like being a jackass in a hailstorm; there's nothing to do but stand there and take it." ~ Lyndon B. Johnson.

Daylight Saving, 3/14

Spring Forward

St. Patrick's Day, 3/17

"Many an opportunity is lost because a man is out looking for four-leaf clovers." ~ Author Unknown

Spring, 3/20

"April is a promise that May is bound to keep." ~ Hal Borland

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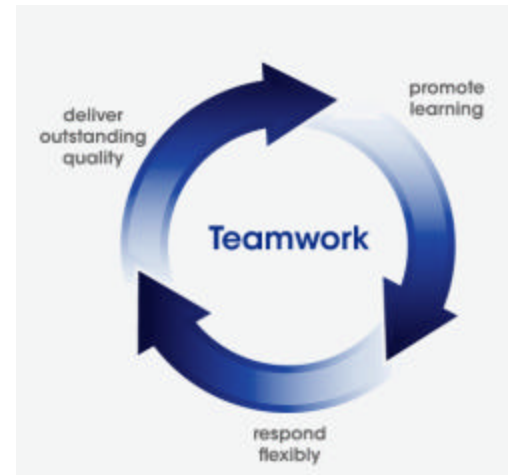
Sometimes, that may be true. Other times it may be indicative of a deeper issue... possibly too much pressure in the lines. Replacing the hose may just cause it to blow again, or a different one may fail, or the issue may surface in some other part of the engine, which is much more likely to occur in real life when you're dealing with real people and not metaphorical engines.

The cost of replacing an employee can be significant when you consider costs incurred for exit interviews, administrative functions, severance pay, increases in unemployment compensation, attracting applicants, entrance interviews, testing/exams, pre-employment administrative expenses, orientation... whew! And after that you can only hope that they will fit into the team; that the person you interviewed and accepted for the job is... well, you know... THE PERSON you interviewed and accepted for the job! You see, it isn't as easy as replacing a hose on an engine. And besides, that's the wrong way to look at it anyway.

Teams need to explore the very elements they are comprised of... the 'I'.

Think about the last time you were a part of a team. Did you feel along for the ride? That the decisions about the team's direction were in the hands of others or of the team leader? That if you expressed a differing viewpoint you would be seen as "not a team player?"

Or, did you feel that you had the support to voice your perspectives, even if you knew they were different than others? That you were one of the architects, one of the driving factors of the team's direction because each individual in the group understood one another's contribution and respected one another's unique perspective?



You are the 'I' in team... and so is everyone there with you.

The truth is, we are all individuals; all different. A good team starts with recognizing those differences and helping individuals understand them and work with them through fostering confidence and trust. This allows team members to leverage individual strengths and talents so that they can obtain a common goal. It allows them to really speak their minds and explore differences of opinion for the right solution; the one the team developed.

Is there an 'I' in team? Yep. A whole bunch of them.

Did You Know?

It is estimated there will be 31 billion debit transactions in 2009, and this number is expected to increase. Of those,

- 55% will be signature transactions
- 45% will be PIN transactions
- Visa and MasterCard account for roughly 27 billion

(Source: ATM/Debit News)

Quote for the Quarter

"Holding on to anger is like grasping a hot coal with the intent of throwing it at someone else; you are the one who gets burned." (Buddha)



Just For Laughs

Fritz Kreisler

A woman rushed up to famed violinist Fritz Kreisler after a concert and cried, "I'd give my life to play as beautifully as you do."

Kreisler replied, "I did."

Zig Ziglar

After a speech one day, Zig Ziglar was approached by someone in the audience who said, "Zig, it was a great speech, but... motivation doesn't last."

Zig said, "Bathing doesn't either. That's why I recommend it daily!"

The Pig

A man was walking down a country road and saw a three-legged pig on the other side of a fence. A little later he saw a farmer on the other side of the fence and decided to stop.

"Sir, what is up with that 3-legged pig?"

"Well," said the farmer, "let me tell you about that pig. It is the most amazing pig you have ever seen. One night, my wife, daughters, and I were all sleeping and the house caught on fire. That pig rushed into the house and dragged us all out, saving our lives."

"Wow, that really is amazing," the man said. "But why does he only have 3 legs?"

"Well, you can't eat a great pig like that all at once!"



The Tale

Zeno's Paradoxes - Part 3

Zeno of Elea (circa 490 BC? - circa 430 BC?) was a pre-Socratic Greek philosopher of southern Italy and a member of the Eleatic School founded by Parmenides. Called by Aristotle the inventor of the dialectic, he is best known for his paradoxes.

Zeno's paradoxes have puzzled, challenged, influenced, inspired, and amused philosophers, mathematicians, physicists and school children, for over two millennia. The most famous are the so-called "arguments against motion" described by Aristotle in his *Physics*. The third of three is given here, in the order, and with the name, as given by Aristotle, followed by a plausible modern interpretation:

"You cannot even move."

The Arrow: "If everything when it occupies an equal space is at rest, and if that which is in locomotion is always occupying such a space at any moment, the flying arrow is therefore motionless."

(Aristotle *Physics* VI :9, 239b5)

That is, suppose an arrow is flying continuously forward during a certain time interval. Take any instant in that time interval. It is impossible that the arrow is moving during that instant because an instant has a duration of zero, and the arrow cannot be in two different places at the same time. Therefore, at every instant the arrow is motionless, hence the arrow is motionless throughout the entire interval.

WORD WEIRD

LOGORRHEA: excessive and often incoherent talkativeness or wordiness

ETYMOLOGY: 1892, New Latin; *logos* word + *roia* flow, stream

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