



Planning for Disaster Recovery

Lessons Learned from Hurricane Katrina and 9/11

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- What challenges are organizations faced with in the wake of disasters?
- What are some of the first steps we should take immediately following a disaster?
- What steps do we need to take to protect our organization's interests?
- What have we learned from past disasters?



Planning

- Identifying and tracking scope of disaster
- Reaching out to customers
- Assistance and special programs
- Evaluating losses



Action Plan

Develop action plan for serving affected customers. Our goal is to provide current, accurate, consistent, and fast information to our customers to let them know we care and are there to help.

- Disaster Assistance Team
- Novastar Toll Free Disaster Assistance Hotline
- Update company website
- Partner with American Red Cross
- Keep front line staff informed
- Loan modifications if recovery period extensive



Protecting the Organization

Gauge impact to organization and protect our investments in the disaster area.

- FEMA's website: www.fema.gov to determine scope of disaster
- Compare information to our portfolio
- Insurance department tasked with evaluating escrowed accounts
- Evaluation of MI/UIP policies
- Corporate operations and/or employees in the disaster area



Lessons Learned

- Proactive not reactive with our planning
- Organizational social responsibility
- The importance of communication, external and internal
- Benefits of UIP policies