

The LH Connection

June 2011

www.lionelhenderson.com

Issue 105

FEMA NATIONAL INSURANCE PROGRAM



Greg Miller and Ed Connor, Federal Insurance and Mitigation Administrator

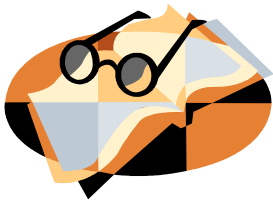
Inside this issue:

- FEMA Continued **2**
- Service Awards **3**
- New Hires **3**
- Perfect Attendance **4**
- Customer Service Awards **4**
- June Birthdays **5**
- Father's Day **6**
- LH Announcements **7**
- Just For Fun **8**

The Lionel Henderson & Co., Inc. (LH) call center provides support services to the Federal Emergency Management Agency (FEMA), National Flood Insurance Program (NFIP) as part of the Direct Servicing Agent (NFIP Direct) contract with Computer Sciences Corporation (CSC). In the last several months the call center has experienced a tremendous increase in call volume due to State Farm Insurance no longer providing flood insurance and

that their book of business moved over to NFIP Direct. As the NFIP Direct Servicing Agent this meant that CSC would be taking over nearly 900,000 policies (or approximately seven times as much business as currently handled by this contract). In support of this effort the LH Call Center volume has increased 400% due to providing services to additional 900,000 policyholders and more than 16,000 insurance agents.

continued on page 2



“The only place where success comes before work is in the dictionary.”



FEMA NATIONAL INSURANCE PROGRAM (continued...)

In recognition of these efforts and the enormous strides taken by LH’s call center project management, supervisors and customer service representatives, FEMA has provided praise to include acknowledgement of these efforts by the FEMA COTR and by Edward Connor, the Acting Federal Insurance and Mitigation Administrator. Recently Greg Miller, our Call Center Project Manager,

was able to meet with Edward Connor at the National Flood Conference in New Orleans.

(pictured on front page)



Greg Miller, Sophy Chung, Veronica Robinson, Lionel Henderson

Service Award



CONGRATULATIONS TO TAMEKA PRIMM
5 YEARS - CORPORATE HR GENERALIST
THANK YOU FOR YOUR SERVICE
AND DEDICATION!

Welcome New Hires

BOBBIE ANDERSON DSS - MT. LAUREL, NJ
VICTORIA CUELLAR CORPORATE HR MANAGER
KELLY FOX DSS - ALEXANDRIA, VA
APRIL MOORE DSS - ALEXANDRIA, VA



*“All the
so-called
“secrets of
success” will
not work
unless you
do.”*



PERFECT ATTENDANCE

Congratulations to our employees who had perfect attendance during the month of May!! You will receive a coupon redeemable for gifts at the company store (www.lhenderson.com/prizes.htm) and are eligible for the drawing of a cash award! **Be sure to check the website. New prizes have been updated!**

and the winners are...

ANTOINETTE QUEEN

FREDDIE MORGAN

MARGARITA GOMEZ



CUSTOMER SERVICE AWARDS

SHEILA MATTHEWS

AELICIA POETER

JENNIFER WAGNER

EION DAVIS

DEBBIE SOLOMON

MALAYA ABDULLAH-TUCKER

VERONICA ALLEN

DORIS KING

RODERICK SHEPPARD

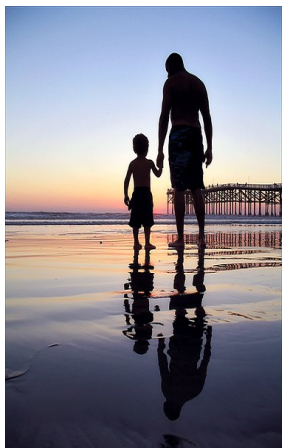
DONNA FREEMAN



JUNE BIRTHDAYS



JOHN THOMPSON
TAMMY MCKENNY
ANTOINETTE QUEEN
EVELYN WILKINSON
NOVATA COLEMAN
JAMES WILSON



FATHER'S DAY JUNE 19, 2011

The word "daddy" is not defined by whether or not a man has a biological child. You can never produce a child and be a Daddy, likewise you can have 20 kids and never be a "daddy".

A Daddy is a man who cares for a child's both physical and emotional needs. He puts the child's wants and needs ahead of his own.

A true Daddy is hard to come by, but a truly special thing.

Happy Father's Day!

LH ANNOUNCEMENTS

WE WANT TO HEAR FROM YOU!!



Do you have an announcement you'd like to share? Would you like to be an spotlight employee or have questions/suggestions for future newsletters? YES!! Then PLEASE send your information via email to lhc@lhenderson.com

If your announcement is chosen, you will be able to choose an LH Logo Item!

We are looking forward to hearing from you!



The Employee Hotline is available 24/7. If you have any suggestions or comments you'd like to submit anonymously, be sure to use the Employee Hotline email address employeehotline@lhenderson.com Keep in mind, if you pose a question on the Employee Hotline you must include a method for communicating back to you as the hotline is a suggestion box and does not have the ability to provide a response.

All matters received on the hotline will be handled in the strictest of confidence.

TIMESHEET REMINDER

Please remember to
complete your
timesheet daily!



Manager's don't forget
to Nominate an
Employee of The Month!



MAY JUST FOR FUN WINNER:

MELISSA DeSANTIAGO

What was the first organ successfully transplanted from a cadaver to a live person?

KIDNEY

What is the least popular month for U.S. weddings?

JANUARY

What nation's military attached dynamite packs to Dobermans before sending them into Palestinian guerilla hideouts?

ISAREL

Who averaged one patent for every three weeks of his life?

EDISON

What magazine boasts the slogan: "Test, Inform, Protect"?

CONSUMER REPORTS

What ingredient in fresh milk is eventually devoured by bacteria, causing the sour taste?

LACTOSE

Did You Know?

According to Consumer Reports.org...

'All grocers are legally required to stack organic fruits and vegetables where they won't be exposed to water runoff from the misting of conventional produce which could contaminate organic items with pesticide residue.

If a store is not following that rule, you may be wasting your money by buying organic produce there.'

