



FEMA

W-24008a

October 11, 2024

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

FROM: NFIP Clearinghouse

SUBJECT: **Virtual Flood Response Office (FRO)
in response to Hurricanes Helene and Milton**

This Virtual FRO has been established for claims arising from hurricanes Helene and Milton to provide guidance as necessary on the scope of coverage, assist with claim issues and conduct flood loss re-inspections. The Virtual FRO contact information is as follows:

NFIP FloodSmart Weblink:

<https://nfipservices.floodsmart.gov/virtual-FRO-helene-milton>

Email Address:

FEMA-NFIPFROMailbox@fema.dhs.gov

Phone Number:

(727) 810-8099

The Virtual FRO operating hours are Monday through Friday, 8 a.m. to 5 p.m., and Saturday, 8 a.m. to noon EST.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting