



FEMA

W-25001

April 3, 2025

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

FROM: NFIP Clearinghouse

SUBJECT: Closure of Virtual Flood Response Offices (vFROs) – Hurricanes
Helene (EDN FL0124, GA0124, KY0124, NC0124, SC0124,
TN0124, VA0124) and Milton (EDN FL0224, GA0224, SC0224)

The Federal Emergency Management Agency (FEMA) has authorized the closure of the vFROs for Hurricanes Helene and Milton on April 2, 2025.

Direct any requests for assistance regarding claims to NFIPClaimsMailbox@fema.dhs.gov.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting