



**FEMA**

W-08083

October 15, 2008

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators  
and the NFIP Servicing Agent

FROM: Chris Granger  
Project Administration Manager  
NFIP Bureau and Statistical Agent

REFERENCE: Clearinghouse Bulletin W-08073 dated September 29, 2008

SUBJECT: Complete Contact Information for Flood Response Office –  
Hurricane Ike / Houston, Texas

Bulletin W-08073, referenced above, announced the opening of a Flood Response Office (FRO) to service Texas policyholders impacted by Hurricane Ike. At the time, because of widespread devastation in the area, telephone and fax service had not been established for the FRO.

Telephone and fax service is now established, and complete contact information for the FRO is as follows:

**NFIP Flood Response Office**

One Cornerstone Atrium  
Suite 120  
3920 F.M. 1960 West  
Houston, TX 77068

Telephone: (281) 895-6120

Fax: (281) 895-7458

The Bureau's contact person at the FRO is Owen Ivey. Office hours are Mon.-Fri. 8:00 a.m.-5:00 p.m. and Sat. 8:00 a.m.-12:00 noon.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting