



**FEMA**

W-10059

May 18, 2010

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

FROM: NFIP Clearinghouse

REFERENCE: Clearinghouse Bulletin W-10050 dated May 6, 2010

SUBJECT: Contact Information for Flood Response Office  
Tennessee FICO-257

Bulletin W-10050, referenced above, announced the opening of a Flood Response Office (FRO) to service Tennessee policyholders, coordinate with the WYO Companies and the NFIP Direct to provide guidance, define the scope of coverage, and assist with the re-inspection of losses.

Telephone and fax service has been established and contact information for the FRO is as follows:

NFIP Flood Response Office  
2601 Elm Hill Pike  
Suite R  
Nashville, Tennessee 37214

Telephone: (615) 915-0560  
Fax: (615) 915-0570

The Bureau's contact person at the FRO is Chris Kounse. The FRO operating hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m., and Saturday 8:00 a.m. to 12:00 noon.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting