



FEMA

W-11066

September 3, 2011

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office – FICO 276 Hurricane Irene
Greenville, North Carolina

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service North Carolina policyholders impacted by Hurricane Irene. The FRO will 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.

The FRO is operating at the following location:

NFIP Flood Response Office
2208 S. Memorial Drive, Suite 103
Greenville, NC 27834

The Bureau's contact person at the FRO is iService General Adjuster, Owen Ivey.

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.

The telephone number to contact the FRO is (202) 445-3776

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting