



**FEMA**

W-11071

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 – Hurricane Irene Ronkonkoma, New York

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service New York 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**  
Hilton Garden Inn  
3485 Veterans Memorial Highway  
Ronkonkoma, NY 11779

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.

The telephone number to contact the FRO is (301) 908-5316.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting