



FEMA

W-11109

October 20, 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 North Carolina – Hurricane Irene

The NFIP Bureau and Statistical Agent has established a second Flood Response Office (FRO) in response to Hurricane Irene, which produced torrential rain and widespread flooding in North Carolina. 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
3022 S. Croatan Hwy.
Milepost 11 1/4
Pirate's Quay Shopping Center
Nags Head, NC 27959

The FRO operating hours are Monday through Friday from 8:00 a.m. to 5:00 p.m. and Saturday from 8:00 a.m. to 12:00 p.m. (noon). The Bureau's contact person at the FRO is iService NFIP General Adjuster Robert Montgomery.

The temporary telephone number to contact the FRO is (301) 980-4455.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting