



FEMA

W-12061

September 6, 2012

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 Number 299 Hurricane Isaac Hammond, LA

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service Louisiana policyholders impacted by Hurricane Isaac. The FRO will coordinate with the WYO companies and the NFIP Direct Servicing Agent 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
1712 Southwest Railroad Ave., Suite D
Hammond, LA 70403

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

The temporary telephone number at the FRO is 202-465-0162.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting