



**FEMA**

W-12097

November 15, 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 306 Meteorological Event  
Sandy Plainview, NY

The NFIP Bureau and Statistical Agent have established a Flood Response Office (FRO) to service New York policyholders impacted by Meteorological Event Sandy. 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**  
1670 Old Country Rd., Ste. 106  
Plainview, NY 11803

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