



FEMA

W-15051

October 9, 2015

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office – FICO Number 674
October 2015 Severe Storms North Charleston, SC

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service South Carolina policyholders impacted by the October 2015 Severe Storms. 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
3125 Ashley Phosphate Rd.
North Charleston, SC 29418

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 Jonathan Hardy.

The temporary telephone number at the FRO is 228-617-9657.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting