



**FEMA**

W-16023

March 30, 2016

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 675 Alexandria Louisiana  
FRO Contact Information Update

Bulletin W-16016 announced the opening of a Flood Response Office (FRO) to 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 permanent phone number is established and is listed below. The FRO is operating at the following location:

**NFIP Flood Response Office**  
3600 Jackson St., Suite 111B  
Alexandria, LA 71301  
(318) 704-6550 FAX (318) 704-6552

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 Nick Miller.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting