



FEMA

W-16029

April 21, 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 Numbers 677 & 351
Spring 2016 Severe Storms – Houston, TX

The NFIP Bureau and Statistical Agent have established a Flood Response Office (FRO) to service Texas policyholders impacted by the Spring 2016 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
6400 Westpark Drive, #420
Houston, TX 77057

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.

The temporary telephone number at the FRO is 281-407-4430.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting