



**FEMA**

W-16054

August 17, 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 Number 679  
2016 Mid-Summer Severe Storms Covington, LA

The NFIP Bureau and Statistical Agent have established a Flood Response Office (FRO) to service Louisiana policyholders impacted by the 2016 Mid-Summer 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**  
201 Holiday Blvd, Suite 303  
Covington, LA 70433

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 Terry Prichard.

The temporary telephone number at the FRO is 571-327-6258.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting