



**FEMA**

W-16081

October 21, 2016

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office – FICQ 680 Jacksonville, FL  
FRO Contact Information Update

Bulletin W-16077 announced the opening of a Flood Response Office (FRO) in Ponte Vedra Beach, FL 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**  
100 Executive Way, Suite 105  
Ponte Vedra Beach, FL 32082  
Phone: (904) 834-7470  
FAX: (904) 834-7512

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 Sr. Claims Specialist, Dave Hodgson.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting