



**FEMA**

W-16082

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 – FICO 681 Wilmington, NC  
FRO Contact Information Update

Bulletin W-16080 announced the opening of a Flood Response Office (FRO) in Wilmington, NC 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**  
2709 Market Street, Suite 105  
Wilmington, NC 28403  
Phone: (910) 769-9318  
FAX: (910) 769-9457

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, Tony Sarradet.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting