



**FEMA**

W-17044

September 15, 2017

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 (FRO) – FICO 682 – Houston, TX  
FRO Contact Information Update

Bulletin W-17033 announced the opening of a Flood Response Office (FRO) in Houston, TX 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 listed below. The FRO is operating at the following location:

**NFIP Flood Response Office**  
6150 Richmond Ave, Suite 235  
Houston, TX 77057  
Phone: (346) 802-3120  
Fax: (346) 802-3191

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 point of contact at the FRO is NFIP iService General Adjuster Tony Sarradet.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting