



FEMA

W-17047

September 18, 2017

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office (FRO) – FICO Number 682
Hurricane Harvey – Houston (Webster), TX

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service policyholders impacted by Hurricane Harvey. 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
1100 Hercules Ave
Houston, TX 77058

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 Mike Vann.

The temporary telephone number at the FRO is 571-424-3645.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting