



**FEMA**

W-17048

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 684  
Hurricane Irma – Ponte Verde Beach, FL

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service policyholders impacted by Hurricane Irma. 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**  
100 Executive Way, #105  
Ponte Verde Beach, FL 32082

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 Terry Prichard.

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

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting