



FEMA

W-17063

October 12, 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 Vedra, FL

Bulletin W-17048 announced the opening of a Flood Response Office (FRO) in Ponte Vedra, FL, 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
Phone: (904) 834-7843
Fax: (904) 834-7894

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.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting