



FEMA

W-18020

September 27, 2018

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

FROM: NFIP Clearinghouse

SUBJECT: Hurricane Florence Flood Response Office – FICO Numbers 687 (NC) and 688 (SC)

The NFIP has established a Flood Response Office (FRO) to provide claims support to the NFIP insurers that are servicing policyholders impacted by Hurricane Florence. The FRO will coordinate with the WYO Companies and the NFIP Direct to provide guidance on the scope of coverage, supply materials and information, assist with claim issues, and conduct flood loss re-inspections.

The FRO is operating at the following location:

NFIP Flood Response Office
1838 Sir Tyler Drive, Suite 208
Wilmington, NC 28405

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 NFIP contact person at the FRO is NFIP General Adjuster Jonathan Hardy.

The temporary telephone number at the FRO is 252-385-3404.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting