



FEMA

W-18022

October 4, 2018

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office Contact Information Update
FICO Numbers 687 (NC), 688 (SC)

Bulletin W-18020 announced the opening of a Flood Response Office (FRO) in Wilmington, NC, to 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 permanent phone number has been established and is listed below.

The FRO is operating at the following location:

NFIP Flood Response Office
1838 Sir Tyler Drive, Suite 208
Wilmington, NC 28405
Phone: (910) 239-9464
Fax: (910) 679-4126

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 at the FRO is NFIP General Adjuster Jonathan Hardy.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting