



FEMA

W-21021

September 16, 2021

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

FROM: NFIP Clearinghouse

SUBJECT: Virtual Flood Response Office (FRO)
in response to Hurricane Ida – TN, CT, DE, DC, KY, MD, MA, NJ,
NY, OH, PA, RI, VA, WV, ME, NH, VT

A Virtual FRO has been established for claims arising from Hurricane Ida to provide guidance as necessary on the scope of coverage, assist with claim issues, and conduct virtual flood loss reinspections. The Virtual FRO contact information is listed below:

NFIP FloodSmart Weblink:

<https://nfipservices.floodsmart.gov/virtual-FRO-Ida-Northeast>

Email Address:

NFIPFRO2021Mailbox@fema.dhs.gov

Phone Number:

(866) 290-6347 (NFIP)

The Virtual 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) EST.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting