



FEMA

W-12107

November 30, 2012

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office – FICO 306 Plainview, NY, FRO
Contact Information Update

Bulletin W-12097 announced the opening of a Flood Response Office (FRO) to coordinate with the WYO Companies and the NFIP Direct to provide guidance, define the scope of coverage, and assist with the re-inspection of losses. The permanent FRO telephone number is listed below.

The FRO is operating at the following location:

NFIP Flood Response Office
1670 Old Country Rd., Ste. 106
Plainview, NY 11803
516-293-0038

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 Bureau's contact person at the FRO is iService NFIP General Adjuster Mark Jordan.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting