



**FEMA**

W-14025

May 13, 2014

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 Number 321  
2014 Mid-Spring Storms, Pensacola, FL

Bulletin W-14023 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 phone number is established and is listed below.

The FRO is operating at the following location:

**NFIP Flood Response Office**

7201 N. 9<sup>th</sup> Ave, Suite A-8

Pensacola, FL 32504

850-332-5218

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 Tom Valencia.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting