



**FEMA**

W-15053

October 16, 2015

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 674, North Charleston, SC  
FRO Contact Information Update

Bulletin W-15051 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**  
3125 Ashley Phosphate Rd.  
North Charleston, SC 29418  
(843) 261-0787, FAX (843) 261-0788

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 Jonathan Hardy.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting