



**FEMA**

W-16016

March 18, 2016

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 675  
2016 Late Winter Severe Storms – Alexandria, LA

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service Louisiana policyholders impacted by the 2016 Late Winter Severe Storms. The FRO will coordinate with the WYO Companies and the NFIP Direct Servicing Agent to provide guidance, define the scope of coverage, and assist with the re-inspection of losses.

The FRO is operating at the following location:

**NFIP Flood Response Office**  
3600 Jackson St., Suite 111B  
Alexandria, LA 71301

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 Nick Miller.

The temporary telephone number at the FRO is 251-680-0327.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting