



FEMA

W-16080

October 14, 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 Numbers 680, 681, 356, 357, 358
Hurricane Matthew – Wilmington, NC

The NFIP Bureau and Statistical Agent have established a Flood Response Office (FRO) to service policyholders impacted by Hurricane Matthew. 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
2709 Market Street, Suite 105
Wilmington, NC 28403

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 Tony Sarradet.

The temporary telephone number at the FRO is 703-635-8258.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting