



**FEMA**

W-08073

September 29, 2008

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

FROM: Chris Granger  
Project Administration Manager  
NFIP Bureau and Statistical Agent

SUBJECT: Flood Response Office – Hurricane Ike  
Houston, Texas

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service Texas policyholders impacted by Hurricane Ike. The FRO will coordinate with the WYO companies and provide guidance, define the scope of coverage, and assist with reinspection of losses.

The FRO is operating at the following location:

**NFIP Flood Response Office**  
One Cornerstone Atrium  
3920 F.M. 1960 West  
Houston, TX 77068

The Bureau's contact person at the FRO is Owen Ivey.

Due to the devastation in the area, telephone service has not yet been established at the FRO. However, policyholders and others may stop by the office to pick up any information needed. Office hours are: Mon.-Fri. 8:00 a.m.-5:00 p.m. and Sat. 8:00 a.m.-12:00 noon. The telephone number(s) will be communicated to you as soon as service is operational.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting