



FEMA

W-11075

September 9, 2011

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

FROM: NFIP Clearinghouse

SUBJECT: Contact Information for Flood Response Office – Hurricane Irene
Plainview, New York FICO – 283

Bulletin W-11071 announced the opening of a Flood Response Office (FRO) to service New York policyholders, coordinate with the WYO Companies and the NFIP Direct, 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
Suite 106
1670 Old Country Rd.
Plainview, NY 11803

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 General Adjuster Chris Kounse.

The telephone number at the FRO is (301) 908-5316.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting