



**FEMA**

W-11089

September 20, 2011

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office Pennsylvania – Tropical Storm Lee

The NFIP Bureau and Statistical Agent will establish a Flood Response Office (FRO) in response to Tropical Storm Lee, which produced torrential rain and widespread flood damage in Pennsylvania. The FRO will 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 FRO is operating at the following location:

**NFIP Flood Response Office**  
287 Airport Rd.  
Hazle Township, PA 18202-3320

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 Mark Jordan.

The temporary telephone number at the FRO is 202-465-0162.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting