



**FEMA**

W-11091

September 21, 2011

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

FROM: NFIP Clearinghouse

SUBJECT: FICO 283 – New York FRO Contact Information Update

Bulletin W-11071 announced the opening of a Flood Response Office (FRO) to 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  
(516) 293-0607

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.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting