



FEMA

W-11113

October 27, 2011

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

FROM: NFIP Clearinghouse

SUBJECT: FICO 276 – North Carolina Nags Head FRO Contact
Information Update

Bulletin W-11109 announced the opening of a Flood Response Office (FRO) to 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 permanent phone number is established and is listed below.

The FRO is operating at the following location:

NFIP Flood Response Office

3022 S. Croatan Hwy.
Milepost 11 ¼
Pirate's Quay Shopping Center
Nags Head, NC 27959
(252) 715-2450

The FRO operating hours are Monday through Friday from 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 Robert Montgomery.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting