



FEMA

W-14023

May 7, 2014

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office – FICO Number 321
2014 Mid-Spring Storms, Pensacola, FL

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service Florida and affected areas impacted by the 2014 Mid-Spring Storms. The FRO will coordinate with the WYO companies and the NFIP Direct Servicing Agent 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

7201 N. 9th Ave, Suite A-8

Pensacola, FL 32504

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 Tom Valencia.

The temporary telephone number at the FRO is 916-201-2134.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting