



FEMA

W-16077

October 13, 2016

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 Numbers 680, 681, 356, 357, 358
Hurricane Matthew – Ponte Vedra Beach, FL

The NFIP Bureau and Statistical Agent have established a Flood Response Office (FRO) to service policyholders impacted by Hurricane Matthew. 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
100 Executive Way, Suite 105
Ponte Vedra Beach, FL 32082

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 Byron Long.

The temporary telephone number at the FRO is 703-848-5346.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting