



FEMA

W-17033

September 6, 2017

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 682
Hurricane Harvey – Houston, TX

The NFIP Bureau and Statistical Agent have established a Flood Response Office (FRO) to service policyholders impacted by Hurricane Harvey. 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
6150 Richmond Ave
Suite 235
Houston, TX 77057

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 point of contact at the FRO is iService NFIP General Adjuster Tony Sarradet.

The temporary telephone number at the FRO is 703-635-8258.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting