



FEMA

W-17059

September 28, 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 (FRO) – FICO 682 – Houston (Webster), TX
FRO Contact Information Update

Bulletin W-17047 announced the opening of a Flood Response Office (FRO) in Houston (Webster), TX 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
1100 Hercules Ave, Suite 140
Webster, TX 77058
Phone: (281) 280-0266
Fax: (281) 280-0414

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 NFIP iService General Adjuster, Mike Vann.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting