U.S. Department of Homeland Security
Washington, D.C. 20472

FEMA

W-17064

October 12, 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 Number 684
Hurricane Irma – Sunrise, FL

ARCHIVED APRIL 2018

Bulletin W-17052 announced the opening of a Flood Response Office (FRO) in Sunrise, FL, to service policyholders impacted by Hurricane Irma. 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
4710 N. Hiatus Road
Sunrise, FL 33351
Phone: (954) 990-7751
Fax: (954) 990-8681

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 Byron Long.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting