



FEMA

W-19016

October 16, 2019

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office Contact Information Update –
FICO Numbers 379 (TX), 381 (LA)

Bulletin W-19013 announced the opening of a Flood Response Office (FRO) in Baytown, TX, to coordinate with the WYO Companies and the NFIP Direct to provide guidance on the scope of coverage, supply materials and information, assist with claim issues, and conduct flood loss re-inspections. The permanent phone number has been established and is listed below.

The FRO is operating at the following location:

NFIP Flood Response Office
7600 Bayway Drive, Suite 160
Baytown, TX 77520
Phone: (832) 926-7136
Fax: (281) 837-7059

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 NFIP contact person at the FRO is NFIP General Adjuster Paula Davis.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting