



FEMA

W-20018

September 22, 2020

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

FROM: NFIP Clearinghouse

SUBJECT: Virtual Flood Response Office (FRO)
in response to Hurricane Sally

A Virtual FRO has been established for claims arising from Hurricane Sally to provide guidance as necessary on the scope of coverage, assist with claim issues, and conduct virtual flood loss re-inspections. The Virtual FRO contact information is listed below:

Email Address:

NFIPVirtualFRO2020Mailbox@fema.dhs.gov

Phone Numbers:

Alabama: (251) 317-1818

Florida: (850) 332-3374

The Virtual 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) CST.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting