



FEMA

W-22009

October 4, 2022

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 Ian — Florida

A Virtual FRO has been established for claims arising from Hurricane Ian to provide guidance as necessary on the scope of coverage, assist with claim issues, and conduct flood loss re-inspections.

Virtual FRO contact information is as follows:

NFIP FloodSmart Weblink:
<https://nfipservices.floodsmart.gov/>

Email Address:
FEMA-NFIPFROMailbox@fema.dhs.gov

Phone Number:
(866) 830-6347 (NFIP)

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) EST.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting