



**FEMA**

W-10054

May 8, 2010

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

**FROM:** NFIP Clearinghouse

**REFERENCE:** Clearinghouse Bulletin W-10050 dated May 6, 2010

**SUBJECT:** Contact Information for Flood Response Office – Tennessee FICO- 257

Bulletin W-10050 announced the opening of a Flood Response Office (FRO) to service Tennessee policyholders, coordinate with the WYO Companies and the NFIP Direct, providing guidance, defining the scope of coverage and assist with the re-inspection of losses.

The FRO is operating at the following location:

NFIP Flood Response Office  
2601 Elm Hill Pike  
Suite R  
Nashville, Tennessee 37214

The FRO operating hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m., and Saturday 8:00 a.m. to 12:00 noon. The Bureau's contact person at the FRO is iService Senior General Adjuster Chris Kounse.

The temporary number at the FRO is 830-265-7796.

Permanent telephone and fax number(s) will become available Tuesday May 11, 2010. The numbers will be communicated immediately after service is established.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting