



**FEMA**

W-11092

September 21, 2011

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

FROM: NFIP Clearinghouse

SUBJECT: Massachusetts FICO – 281 Contact Information for FRO

Bulletin W-11072 announced the opening of a Flood Response Office (FRO) to coordinate with the WYO Companies and the NFIP Direct, provide guidance, define the scope of coverage, and assist with the re-inspection of losses. The established telephone number is listed below.

The FRO is operating at the following location:

**NFIP Flood Response Office**  
935 Riverdale St.  
West Springfield, MA 01089

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 Bureau's contact person at the FRO is iService General Adjuster Jim Cavazos.

The telephone number at the FRO is (416) 732-3300.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting