



**FEMA**

W-12105

November 30, 2012

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office – FICO 305 Marlton, NJ, FRO  
Contact Information Update

Bulletin W-12099 announced the opening of a Flood Response Office (FRO) to coordinate with the WYO Companies and the NFIP Direct to provide guidance, define the scope of coverage, and assist with the re-inspection of losses. The permanent FRO telephone number is listed below.

The FRO is operating at the following location:

**NFIP Flood Response Office**  
106 B Centre Blvd.  
Marlton, NJ 08053  
856-797-1306

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 Senior Claims Specialist Dave A. Hodgson.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting