



**FEMA**

W-12107

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 306 Plainview, NY, FRO Contact Information Update

Bulletin W-12097 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**  
1670 Old Country Rd., Ste. 106  
Plainview, NY 11803  
516-293-0038

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 NFIP General Adjuster Mark Jordan.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting