



**FEMA**

W-15026

June 1, 2015

**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 Number 670 Early Summer Storms Houston, TX

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service Texas policyholders impacted by the 2015 Early Summer Storms. The FRO will coordinate with the WYO Companies and the NFIP Direct Servicing Agent to provide guidance, define the scope of coverage, and assist with the re-inspection of losses.

The FRO is operating at the following location:

**NFIP Flood Response Office**  
6400 Westpark Drive Suite 480  
Houston, TX 77057

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 Frank Zigo.

The temporary telephone number at the FRO is 239-691-7770.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting