



**FEMA**

W-15029

June 8, 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 Texas and FICO 671 Oklahoma Early Summer Storms

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service Texas and Oklahoma flood insurance claims filed as a result of the 2015 Early Summer Storms. The FRO will coordinate with the WYO companies and the NFIP Direct Servicing Agent to provide guidance to adjustors and agents, 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 Dr., Suite 480  
Houston, TX 77057  
(713) 636-9526 FAX (713) 636-9569

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.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting