



**FEMA**

W-11094

September 22, 2011

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

FROM: NFIP Clearinghouse

SUBJECT: FICO 276 – North Carolina FRO Contact Information Update

Bulletin W-11066 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 phone number is established and is listed below.

The FRO is operating at the following location:

**NFIP Flood Response Office**  
2208 S. Memorial Dr., Suite 103  
Greenville, NC 27834  
(252) 321-0417

The FRO operating hours are Monday through Friday, from 8:00 a.m. to 5:00 p.m., and Saturday 8:00 a.m. to 12:00 (noon). The Bureau's contact person at the FRO is iService NFIP General Adjuster Owen Ivey.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting