



FEMA

W-11072

September 3, 2011

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

FROM: NFIP Clearinghouse

SUBJECT: Flood Response Office – Hurricane Irene Springfield, Massachusetts

The NFIP Bureau and Statistical Agent has established a Flood Response Office (FRO) to service Massachusetts policyholders impacted by Hurricane Irene. The FRO will 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 FRO is operating at the following location:

NFIP Flood Response Office
Hilton Garden Inn Springfield
800 Hall of Fame Avenue
Springfield, MA 01105

The Bureau's contact person at the FRO is Jim Cavazos.

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 telephone number to contact the FRO is (301) 467-9040.

cc: Vendors, IBHS, Government Technical Representative

Required Routing: Claims, Underwriting