## National Flood Insurance Program (NFIP) Key Contacts

| NFIP Help Center 1-800-427-4661 | • General flood insurance information  
|                                | • Flood insurance underwriting & rating inquiries  
|                                | • General information on coverage & the claims process  
|                                | • Technical assistance on individual claims  
|                                | • Technical assistance to aid in recovery  
|                                | • NFIP Property Loss History  
| Map Service Center |  
| [https://msc.fema.gov](https://msc.fema.gov) | • Flood Zone Address Look Up  
|                                | • Historical and Current Flood Maps  
|                                | • View Future Maps  
| FEMA Map Information Exchange (FMIX) 1-877-336-2627 | • Flood Map Information & Inquiries  
| [https://www.floodmaps.fema.gov/fhm/fmx_main.html](https://www.floodmaps.fema.gov/fhm/fmx_main.html) | • Flood Zone Appeals  
|                                | • Letters of Map Change  

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# NFIP KEY WEBSITES

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<th><strong>NFIP Home Page</strong></th>
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| [http://www.fema.gov/nfip](http://www.fema.gov/nfip) | • NFIP Transformation  
• Ask the Expert  
• NFIP Publications & Forms  
• Workshops & Training  
• NFIP Historical Statistics  
• Flood Hazard Mapping  
• Mitigation & Grants |
| **FEMA Home Page** |  |
| [http://www.fema.gov](http://www.fema.gov) | • Plan, Prepare & Mitigate  
• Response & Recovery  
• Disaster Assistance Portal  
• FEMA Programs  
• FEMA Regional Offices |
| **Flood Smart Website** |  |
| [https://www.floodsmart.gov](https://www.floodsmart.gov) | • NFIP Stakeholder Outreach & Education Website  
• Agent Portal |
| **NFIP Statistical Reports** |  |
| [https://nfipservices.floodsmart.gov](https://nfipservices.floodsmart.gov) | • NFIP Statistics by State, County, & Community Level |
| **New NFIP Data Visualization Tool** |  |
• Average Claim and Individual & Households Program Payment by State |
| **New Open NFIP Policy and Claims Database** |  |
| **New NFIP PIVOT Database** |  |
| [https://pivot.fema.gov](https://pivot.fema.gov) | • Restricted User Access Levels |