## National Flood Insurance Program (NFIP) Key Contacts

| NFIP Call Center 1-800-621-3362 | • 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  

### Hours: 8am – 6pm Mon. – Fri. CDT*  
(Hours may be extended for flooding events)

| FloodSmart 1-888-379-9531 | • Policyholder Resources  
|  | • Agent Site  
|  | • Flood Facts & Flood Risks  
|  | • Community Resources  
|  | • Community Rating System (CRS)  
|  | • Media Resources  
|  | • Toolkits  

### Hours: 24 Hours / Mon. – Sun.

| FEMA Map Information Exchange (FMIX) 1-877-336-2627 | • Flood Map Information & Inquiries  
|  | • Flood Zone & Map Appeals  
|  | • Information on Upcoming Map Changes  
|  | • Letters of Map Change  

### Hours: 8am – 6:30pm EST

| FEMA Federal Disaster Assistance 1-800-621-3362 | • File a Claim for Federal Disaster Assistance  
|  | • Status of a Federal Disaster Assistance Claim  

| FEMA’s Interim Office of the Flood Insurance Advocate  
| www.fema.gov/national-flood-insurance-program-flood-insurance-advocate  

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# NFIP KEY WEBSITES

| Write Your Own Insurance Carriers & Vendors | • Policy Changes  
| • Premium Questions  
| • Underwriting Information & Questions |
| http://www.nfipiservice.com |

| Map Service Center | • View Flood Maps & Flood Zones  
| • Print a Flood Map-Current & Historical  
| • Preliminary Maps |
| https://msc.fema.gov |

| NFIP Home Page | • Flood Insurance Reform Legislation  
| • Ask the Expert  
| • NFIP Regional Offices  
| • FEMA Regional Office  
| • NFIP Stakeholder Sites (Property Owners, State & Local Officials, Insurance Professionals, Claims Adjusters, Surveyors)  
| • NFIP Forms, Manuals, & Publications  
| • FEMA Document Library  
| • Workshops & Training  
| • Flood Hazard Mapping  
| • Mitigation & Grants  
| • NFIP Statistics |
| http://www.fema.gov/nfip |

| FEMA Home Page | • Plan, Prepare & Mitigate  
| • Response & Recovery  
| • Disaster Survivor Assistance  
| • FEMA Programs |
| http://www.fema.gov |

| FEMA Publications Warehouse | • Downloadable or Hard Copies of NFIP Forms, Handbooks, Fact Sheets, and Brochures |
| 1-800-480-2520  
| http://www.fema.gov/nfip |