



## Federal Insurance and Mitigation Administration

### National Flood Insurance Program (NFIP) Key Contacts

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| <p><b>NFIP Help Center 1-877-336-2627</b></p>   | <ul style="list-style-type: none"> <li>• General NFIP Flood Insurance Information</li> <li>• Find a Flood Insurance Agent</li> </ul>  |
| <p><b>NFIP Insurance Carrier Toll Free Numbers</b></p> <p><a href="https://nfipservices.floodsmart.gov/sites/default/files/Toll-Free%20Number%20by%20WYO_08_7_2018.pdf">https://nfipservices.floodsmart.gov/sites/default/files/Toll-Free%20Number%20by%20WYO_08_7_2018.pdf</a></p> | <ul style="list-style-type: none"> <li>• Request Policy Changes</li> <li>• Insurance Agent Assistance</li> <li>• Underwriting Inquiries</li> <li>• Claims &amp; Coverage Inquiries</li> </ul>                   |
| <p><b>NFIP Outreach and Education Website</b></p> <p><a href="https://www.floodsmart.gov">https://www.floodsmart.gov</a></p>  | <ul style="list-style-type: none"> <li>• NFIP Outreach &amp; Education</li> <li>• Agent Portal</li> </ul>   |
| <p><b>NFIP Home Page</b></p> <p><a href="https://www.fema.gov/flood-insurance">https://www.fema.gov/flood-insurance</a></p>   | <ul style="list-style-type: none"> <li>• Ask the Expert</li> <li>• Workshops &amp; Training</li> <li>• Agent Flood Insurance Manual</li> <li>• Claims Adjuster Manual</li> <li>• Technical Bulletins</li> </ul> |
| <p><b>FEMA Publications Warehouse</b></p> <p>1-800-480-2520</p> <p><a href="https://www.fema.gov/flood-insurance/outreach-resources">https://www.fema.gov/flood-insurance/outreach-resources</a></p>  | <ul style="list-style-type: none"> <li>• Downloadable or Hard Copies of NFIP Forms, Handbooks, Fact Sheets, and Brochures</li> </ul>  |
| <p><b>FEMA's Office of the Flood Insurance Advocate</b></p> <p><a href="https://www.fema.gov/flood-insurance/advocate">https://www.fema.gov/flood-insurance/advocate</a></p>  |   |

## NFIP KEY WEBSITES

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| <p><b>FEMA Map Service Center</b></p> <p><a href="https://msc.fema.gov">https://msc.fema.gov</a></p>  | <ul style="list-style-type: none"> <li>• Flood Zone Address Look Up</li> <li>• Historical and Current Flood Maps</li> <li>• View Future Maps</li> </ul>                              |
| <p><b>FEMA Maps</b><br/>1-877-336-2627</p> <p><a href="https://www.fema.gov/flood-maps">https://www.fema.gov/flood-maps</a></p>   | <ul style="list-style-type: none"> <li>• Change Your Flood Zone Requests</li> <li>• Assistance Using the Map Service Center</li> </ul>   |
| <p><b>FEMA Home Page</b></p> <p><a href="http://www.fema.gov">http://www.fema.gov</a></p>   | <ul style="list-style-type: none"> <li>• Plan, Prepare &amp; Mitigate</li> <li>• Response &amp; Recovery</li> <li>• Disaster Assistance Portal</li> <li>• FEMA Programs</li> </ul>   |
| <p><b>NFIP Statistical Reports</b></p> <p><a href="https://nfipservices.floodsmart.gov/home/reports">https://nfipservices.floodsmart.gov/home/reports</a></p>                         | <ul style="list-style-type: none"> <li>• NFIP Statistics by State, County, &amp; Community Level</li> </ul>  |
| <p><b>New NFIP Data Visualization Tool</b></p> <p><a href="https://www.fema.gov/data-visualization">https://www.fema.gov/data-visualization</a></p>                                   | <ul style="list-style-type: none"> <li>• Historical Flood Risk Data by State</li> <li>• Average Claim and Individual &amp; Households</li> <li>• Program Payment by State</li> </ul> |
| <p><b>New Open NFIP Policy and Claims Database</b></p> <p><a href="https://www.fema.gov/about/reports-and-data/openfema">https://www.fema.gov/about/reports-and-data/openfema</a></p> | <ul style="list-style-type: none"> <li>• Individual NFIP Policy and Claims Records</li> </ul>  |