



NFIP KEY CONTACTS

NFIP CALL CENTER

1-800-427-4661

CONTACT FOR:

General NFIP Information
NFIP Claims Handbooks
Flood Insurance Reform Act Req.
NFIP Property Loss History

FLOODSMART

1-800-379-9531
www.floodsmart.gov

CONTACT FOR:

General Information
Agent Locator
Flood Risk Profile
Depth Damage Tool
Frequently Asked Questions
Information for Claim Filing
Flood Facts
Media Resources
Toolkits
Agent Referral Program
Agent Advertising Program

FEMA/NFIP

www.fema.gov/business/nfip

CONTACT FOR:

NFIP Information Gateway
FEMA Regional Office Contacts
NFIP Statistics
FEMA Document Library
FEMA Mapping Updates
Mitigation
Grants



FEMA



FEMA MAP INFORMATION EXCHANGE CONTACT FOR:

1-877-336-2627
<http://msc.fema.gov>
6730 Santa Barbara Court
Elkridge, MD 21075
8:00am – 6:00pm EST, M-F

Flood Insurance Rate Maps
Historic Maps
Flood Insurance Studies
Letters of Map Change
Order Flood Insurance Manuals
Order Community Status Books

1-877-336-2627
femamapspecialist@riskmapcds.com

Mapping Questions
Letters of Map Change Submissions
Letters of Map Change Status
Other Technical Mapping Questions

FEMA DISTRIBUTION CENTER CONTACT FOR:

1-800-480-2520 / 240-699-0525 Fax
www.fema.gov/business/nfip
4440 Buckeystown Pike
Frederick, MD 21704
8:00am – 5:00pm EST, M-F

Order Hard Copy:
Public Awareness Materials
Claims and Underwriting Forms

FEMA DISASTER ASSISTANCE CONTACT FOR:

1-800-621-3362
www.fema.gov
7:00am – 3:00 pm EST, M-F

Federal Disaster Assistance
12:00pm – 8:00pm EST Sat. & Sun.

NFIP SERVICING AGENT CONTACT FOR:

1-800-638-6620

NFIP Direct Agents & Policyholders



FEMA