

NFIP Key Contacts



FEMA PUBLIC AFFAIRS

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FEMA'S MITIGATION DIVISION

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FLOOD HAZARD MAPPING

FEMA Map Assistance Center

For questions about regulations and requirements when applying for: LOMAs, LOMRs, LODRs, LOMCs
Phone: 1-877-FEMA MAP (toll-free)
E-mail: FEMAMapSpecialist@mapmodteam.com

Map Service Center

View and purchase digital and paper flood maps
Phone: 1-800-358-9616

FLOOD INSURANCE

FloodSmart Call Center

For consumers who would like a referral to an insurance agent or flood insurance information
Phone: 1-888-435-6637

For agents that want to sign-up for our referral program
Phone: 1-888-786-7693

NFIP HELP Center

Handles referrals from FEMA staff, state officials and policyholders who have underwriting and/or claims complaints/concerns with their Write Your Own carrier
Phone: 1-866-395-7496

FEMA Lender Compliance Officer (Lena Thompson)

Calls from lenders/banks regarding NFIP policies and lending requirements
Phone: 1-202-646-3441

NFIP Telephone Center

Answers general flood insurance and claims questions for WYO companies
Phone: 1-800-427-4661




NFIP Direct Servicing Agent/Customer Service

Answers questions from agents and policyholders who have policies written by independent agents who represent the NFIP Direct

Phone: 1-800-638-6620

NFIP Direct Servicing Agent/Claims

Answers questions about claims from agents and policyholders who have policies written by independent agents who represent the NFIP Direct

Phone: 1-800-767-4341

ADDITIONAL CONTACTS**Mitigation eGrants Helpdesk**

Provides technical assistance for the online grant application process

Phone: 1-866-476-0544

E-mail: MTeGrants@dhs.gov

Disaster Assistance

To apply for disaster assistance and check the status of disaster assistance claim

Phone: 1-800-621-FEMA (3362)

FEMA Material Distribution Center

FEMA publications, forms, public awareness materials

Phone: 1-800-480-2520

Language Line Service

Language interpreting assistance (FEMA code needed)

Phone: 1-800-523-1786