



Federal Insurance and Mitigation Administration

National Flood Insurance Program (NFIP) Key Contacts

NFIP Help Center 1-800-427-4661	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Flood Zone Address Look Up• Historical and Current Flood Maps• View Future Maps
FEMA Map Information Exchange (FMIX) 1-877-336-2627 https://www.floodmaps.fema.gov/fhm/fmx_main.html	<ul style="list-style-type: none">• Flood Map Information & Inquiries• Flood Zone Appeals• Letters of Map Change
FEMA Publications Warehouse 1-800-480-2520 http://www.fema.gov/national-flood-insurance-program-publications	<ul style="list-style-type: none">• Downloadable or Hard Copies of NFIP Forms, Handbooks, Fact Sheets, and Brochures
FEMA's Office of the Flood Insurance Advocate www.fema.gov/national-flood-insurance-program-flood-insurance-advocate	

NFIP KEY WEBSITES

<p>NFIP Home Page</p> <p>http://www.fema.gov/nfip</p>	<ul style="list-style-type: none"> ● NFIP Transformation ● Ask the Expert ● NFIP Publications & Forms ● Workshops & Training ● NFIP Historical Statistics ● Flood Hazard Mapping ● Mitigation & Grants
<p>FEMA Home Page</p> <p>http://www.fema.gov</p>	<ul style="list-style-type: none"> ● Plan, Prepare & Mitigate ● Response & Recovery ● Disaster Assistance Portal ● FEMA Programs ● FEMA Regional Offices
<p>Flood Smart Website</p> <p>https://www.floodsmart.gov</p>	<ul style="list-style-type: none"> ● NFIP Stakeholder Outreach & Education Website ● Agent Portal
<p>NFIP Statistical Reports</p> <p>https://nfipservices.floodsmart.gov</p>	<ul style="list-style-type: none"> ● NFIP Statistics by State, County, & Community Level
<p>New NFIP Data Visualization Tool</p> <p>https://www.fema.gov/data-visualization-floods-data-visualization</p>	<ul style="list-style-type: none"> ● Historical Flood Risk Data by State ● Average Claim and Individual & Households Program Payment by State
<p>New Open NFIP Policy and Claims Database</p> <p>https://www.fema.gov/media-library/resources-documents/collections/339</p>	<ul style="list-style-type: none"> ● Individual NFIP Policy and Claims Records
<p>New NFIP PIVOT Database</p> <p>https://pivot.fema.gov</p>	<ul style="list-style-type: none"> ● Restricted User Access Levels