

Resource Information

The chart below provides helpful resources for general information about the NFIP.

Local Planning, Building Inspections or Zoning Office	
Contact the local planning, building or zoning office for information on:	
<ul style="list-style-type: none">• Copies of flood maps• Copies of existing elevation certificates and elevation information• Building permits and local regulations or ordinances governing development in the SFHA	
Disaster Assistance	
For information on disaster assistance including how to register, types of assistance, and to check on the status of a disaster application.	
Toll-Free	1-800-621-3362
TTY	1-800-462-7585
Website	disasterassistance.gov
Federally-Declared Disaster Address Lookup	disasterassistance.gov/address-lookup
NFIP Call Center	
For information about the NFIP or questions about an existing flood policy.	
Toll-Free	1-800-621-3362
Email	FEMA-NFIP-Support@fema.dhs.gov
TTY	1-800-462-7585
Website	fema.gov/national-flood-insurance-program-technical-support-hotline
FEMA Map Information Exchange (FMIX)	
For information on Flood Insurance Rate Maps (FIRMs), Letter of Map Revision (LOMR), Letter of Map Amendment (LOMA), and flood zones definitions.	
Contact a Map Specialist	1-877-336-2627
Hours	Monday–Friday, 8AM–6:30PM (ET)
Email	FEMAMapSpecialist@riskmapcds.com
Chat	Live Chat Available, Monday–Friday, 9AM–5PM (ET)
Website	floodmaps.fema.gov/fhm/fmx_main.html
Flood Insurance Advocate	
Advocates for the fair treatment of policyholders and property owners by providing education and guidance on all aspects of the NFIP.	
Website	fema.gov/national-flood-insurance-program-flood-insurance-advocate
Fact Sheet	fema.gov/media-library/assets/documents/104126
Ask the Advocate	fema.gov/webform/flood-insurance-advocate-ask-question
WYO Insurance Company List	
Website	fema.gov/wyo_company