



FEMA

CALL CENTER REFERENCE SHEET

FEMA MAP SERVICE CENTER

Phone Number: 1-800-358-9616
Operating Hours: 8:00 AM – 8:00 PM, ET, M – F

Services Provided:

- Assistance navigating the FEMA Flood Map Store and creating FIRMettes
- Placing orders (e.g., flood maps, FIS reports, LOMC subscription CDs, NFIP manuals, etc.)
- Checking order status
- Providing price quotes on products
- Basic mapping information research (e.g., map panel, map effective dates, community)

FEMA MAP ASSISTANCE CENTER (FMAC)

Phone Number: 1-877-336-2627 (877-FEMA MAP)
Operating Hours: 8:00 AM – 6:30 PM, ET, M – F

Services Provided:

- Basic support for obtaining Letters of Map Change (LOMCs)
 - Obtaining LOMC application forms
 - Answering questions related to LOMC requests
 - Checking status of an on-going case
- Subject Matter Experts – Support for technical questions concerning FEMA’s regulations
- Answering questions about archived technical support data
- Assistance with online FEMA tutorials

TECHNICAL RESPONSE CENTER (A.K.A. NFIP CALL CENTER)

Phone Numbers: 1-800-427-4661 – General information about the NFIP
1-800-638-6620 – Direct for agents and policy holders
1-800-767-4341 – Direct for agents and policy holders for claims
Operating Hours: 24 hours, 7 days a week

Services Provided: Helps answer general questions for future policy holders and specific questions for policy holders and agents. Also, provides assistance to agents and policy holders with filing claims

FEMA PUBLICATIONS WAREHOUSE

Phone Numbers: 1-800-480-2520
Operating Hours: 8:00 AM – 5:00 PM, ET, M – F

Services Provided: Helps customers with locating and placing orders for FEMA and NFIP publications and public awareness materials

FEMA DISASTER ASSISTANCE

Phone Numbers: 1-800-621-3362 (800-621-FEMA)
Operating Hours: 7:00 AM – 3:00 PM, ET, M – F; 12:00 PM – 8:00 PM, ET, Sat. & Sun.

Services Provided: Helps victims of disasters with obtaining information and filing claims