



Get FloodSmart

FloodSmart.gov

NFIP Key Contacts

FEMA Public Affairs

Main number: 202-646-4600

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Federal Insurance and Mitigation Administration

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Flood Hazard Mapping

FEMA Map Information Exchange (FMIX)

General NFIP and flood hazard mapping information
Phone: 1-877-336-2627
E-mail: FEMAMapSpecialist@riskmapcds.com

Flood Insurance

NFIP Referral 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

Website:

<https://agents.floodsmart.gov/manageagent/marketing-and-advertising/referral-program>

NFIP Help Center

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

NFIP Direct Center

Answers questions from agents and policyholders who need rating assistance, have servicing questions, underwriting and/or claims complaints/concerns
Phone: 1-800-638-6620

NFIP Direct Center - Claims

Answers claims questions from agents and policyholders who have policies written by independent agents who represent the NFIP Direct
Phone: 1-800-767-4341



FEMA



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