



**Current Hours of
Operation:
Monday—Friday
8:00 AM to 6:00 PM
Central Time**

National Flood Insurance Program



1-800-621-FEMA (3362)

Press 2 for calls related to flood insurance.

How to file a claim
Status of a claim
Adjustment issues
Coverage Questions
ICC Questions
Rating Questions
Condominiums
Mandatory Purchase
PRP Eligibility
Newly Mapped
Lowest Floor
Cancellation
Requirements
LOMAs
Basements and
Subgrade Crawlspace
LOMA Out -As-Shown
Floodplain building
Requirements
Elevation Certificates

- ◆ The NFIP Support Call Center provides customer service to survivors, policy holders, adjusters, agents and the general public regarding all areas of the NFIP: Mapping, Insurance, Floodplain Management and Grants
- ◆ The Call Center is staffed with top insurance and floodplain management personnel from within FEMA.
- ◆ At the NFIP Support Call Center, we are able to answer questions from the mundane to the most complex allowing regional staff and those deployed to a disaster to focus on what they do best. We can assist policyholders with information regarding their policy as well as offer technical flood guidance to aid in recovery.
- ◆ While not disaster driven our availability (days and hours) can be extended to best serve the needs of our stakeholders in a large disaster.
- ◆ The sidebar has a few examples of types of issues we deal with on a regular basis.