



# 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