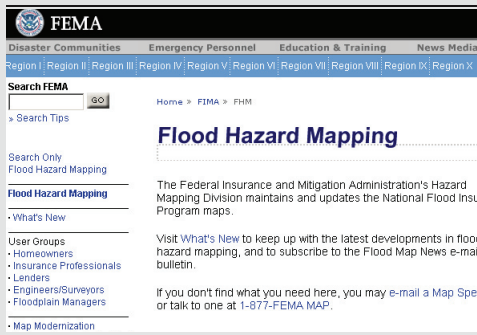


# Flood Hazard Mapping Web Site

## FLOOD MAP MODERNIZATION



### HOME OWNERS WILL FIND:

- Tutorials and information about map changes
- Answers to Frequently Asked Questions, including, "Why do I need flood insurance?" "What are the different flood hazard zone designations and what do they mean?" and "What is a Base Flood Elevation?"

### INSURANCE PROFESSIONALS AND LENDERS WILL FIND:

- Information on the National Flood Insurance Reform Act of 1994, which affects lenders
- Pages containing information on how to become a "Write Your Own" insurance agent
- Pages containing flood insurance rate information and a listing of map determination companies

### ENGINEERS AND SURVEYORS WILL FIND:

- A listing of National Flood Insurance Program (NFIP)-approved and test-version software with links to free downloads
- Forms and fee schedules for requesting map changes or flood study backup data
- A link to a listing of FEMA training courses and conferences related to emergency management

### FLOODPLAIN MANAGERS AND COMMUNITY OFFICIALS WILL FIND:

- The Compendium of Flood Map Changes and the Guide for Community Officials
- A listing of key contacts at FEMA with direct e-mail links
- Forms necessary to initiate requests for flood study backup data

### ALL FOUR GROUPS WILL FIND:

- NFIP policies and regulations
- Forms for requesting map changes
- The answers to over 80 Frequently Asked Questions
- Access to a database containing the status of recent requests for map changes
- Numerous reports and guidance documents in both Adobe Acrobat .PDF and Word formats
- Information on FEMA's Map Modernization efforts
- An electronic subscription service providing free news on the latest developments in flood hazard mapping via e-mail
- E-mail links to FEMA Map Specialists

Questions or suggestions? Contact John Magnotti of FEMA at 202-646-3932 or [john.magnotti@dhs.gov](mailto:john.magnotti@dhs.gov)

The Flood Hazard Mapping Web site provides a wealth of information to stakeholders:

- Property Owners
- Insurance Professionals
- Lenders
- Engineers
- Surveyors
- Floodplain Managers
- Community Officials



# FEMA Map Assistance Center (FMAC)



## HOW DO I CONTACT THE FMAC?

- Call **1-877-FEMA MAP**
- E-mail a **Map Specialist:**  
[MapSpecialist@mapmodteam.com](mailto:MapSpecialist@mapmodteam.com)
- FEMA personnel may transfer calls to a voicemail box at 202-646-7913. These will be answered by FMAC operators.

## OTHER IMPORTANT NATIONAL FLOOD INSURANCE PROGRAM TOLL-FREE NUMBERS

To purchase flood hazard maps for a nominal fee 1-800-358-9616

For general flood insurance information 1-800-427-4661

To order any current FEMA publication 1-800-480-2520

For questions on flood policy coverage and rates 1-800-611-6125

For agent questions on policy coverage and rates 1-800-720-1093

## WHAT IS THE FMAC?

The FEMA Map Assistance Center (FMAC) serves to inform the public of FEMA's National Flood Insurance Program (NFIP) rules and regulations. Map Specialists respond to inquiries from Federal, State, and local officials and the general public.

**Self-Service:** This automated system provides basic information and options to callers 24 hours per day, 7 days per week.

**Enhanced Customer Service:** The FMAC has a staff of trained professionals ready to help. The enhanced FMAC has been redesigned to enable the public to get the information they need more quickly and efficiently. Operators are available from 8:00 AM to 6:30 PM EST Monday through Friday.

These options allow customers to interact with the FMAC via their preferred method of communication and at the time of day most convenient for them.

## WHAT INFORMATION DOES THE FMAC PROVIDE?

FEMA's flood hazard maps — also called Flood Insurance Rate Maps (FIRMs)— are used to determine the flood risk for a property. Increasing development, severe weather events, and other activities in the floodplain will change the flood risks shown on the FIRMs. FEMA is updating and modernizing all of the flood hazard maps. However, with more than 20,000 communities participating in the NFIP,

this takes time. Meanwhile, the FMAC has a staff of trained professionals ready to help by providing information about the following:

- Letter of Map Change (LOMC) Processes
- Ordering forms and other FEMA publications
- Flood mapping questions
- Frequently asked questions
- Access to Mapping Information Platform (MIP) support

Map Specialists are well-versed in the LOMC process and are able to explain the process to callers who often have little familiarity with such data requirements as official land records or certified elevation data. They also handle map revision inquiries from surveyors, engineers, community officials, lenders, insurance agents, appraisers, and floodplain managers.

Typical flood map questions the FMAC answers:

- “My home has never flooded. Why do I need flood insurance?”
- “I think the previous owner had an exemption from flood insurance — is there a record of this exemption?”
- “What is the status of my request for a map change?”

