



FEMA

Customer & Data Services Contact Information

FEMA MAP SERVICE CENTER (MSC)

<http://msc.fema.gov>

Contact Information: 1-877-336-2627 (1-877-FEMA-MAP)
Hours of Operation: Monday through Friday, 8:00 am – 6:30 pm Eastern Time
E-mail: MSCservices@riskmapcds.com

To purchase National Flood Insurance Program (NFIP) published maps and related products, please contact FEMA's Map Service Center (MSC). Customer service representatives are available to help you navigate the website, create FIRMettes, provide price quotes and order status, and answer general questions about maps and their effective dates.

FEMA MAP INFORMATION EXCHANGE (FMIX)

http://www.fema.gov/plan/prevent/fhm/fmc_main.shtm

Phone Number: 1-877-336-2627 (1-877-FEMA-MAP)
Hours of Operation: Monday through Friday, 8:00 am – 6:30 pm Eastern Time
Email: FEMAMapSpecialist@riskmapcds.com

For information about FEMA's flood hazard mapping program, NFIP rules, regulations and procedures, please contact FEMA's Map Assistance Center (FMAC). Map Specialists are available to answer questions via phone and e-mail about map amendments, revisions, flood hazard studies, status of Letters of Map Change (LOMC) cases, and available FEMA publications.

FEMA MAPPING INFORMATION PLATFORM (MIP)

<https://hazards.fema.gov>

MIP Help: 1-877-336-2627 (1-877-FEMA-MAP)
Hours of Operation: Monday through Friday, 8:00 am – 5:00 pm Eastern Time
E-mail: MIPHelp@riskmapcds.com

Please contact MIP Help for MIP system or mapping production technical support.

FEMA FLOOD HAZARD MAPPING (FHM) WEBSITE

<http://www.fema.gov/plan/prevent/fhm>

This website is a designated resource used for communicating about NFIP mapping activities including general program information, mapping guidelines and specifications, map changes, and downloadable forms and software.

FEMA ENGINEERING LIBRARY

Mailing Address: 847 S. Pickett Street, Alexandria, VA 22304
Fax: 1-703-212-4090

Requests for technical and administrative support data should be submitted to the FEMA Engineering Library in writing either by mailing or faxing to the contact information listed above.