

## National Flood Insurance Program: Support Call Center

### 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 Crawlspaces  
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.