Welcome to the Online LOMC Tutorial for Amendments

What’s in this Tutorial

Background: Flood Maps and LOMCs

Online LOMC

Types of Amendments

Log in and Register

Start & Complete an Amendment Application, Step-by-Step

Upload Supporting Documents

Make a Payment

Check Status

Additional Features of Online LOMC
What’s in this Tutorial

In this tutorial you will find:

• Information about LOMCs and what you may need to apply for one

• A step-by-step guide through the online application process to complete an Amendment request

• Customer service contact information and where you can get additional help

If you want to know more about submitting a Revision request, see: fema.gov/online-lomc
Background: Flood Maps

• Flood maps, or Flood Insurance Rate Maps (FIRMs), are community maps that display high-risk floodplains, specifically:
  o Special Flood Hazard Areas (SFHAs)
  o Risk premium zones
• FEMA determines flood zones in consultation with communities, states, and other stakeholders
• SFHAs are land areas at high risk for flooding
  o A home located within a SFHA has a 26 percent chance of suffering flood damage during the term of a 30-year mortgage
• FIRMs show flood risk zones and their boundaries, and may also show floodways and Base Flood Elevations (BFEs)
What is a LOMC?

- A LOMC is a letter that reflects an official Amendment or Revision to an effective FIRM
- To get a property removed from a SFHA, FEMA must issue a LOMC
Background: Why a LOMC?

Why would you want a LOMC?

• Property owners or lessees within SFHAs who have mortgages from a federally backed mortgage lender are required to purchase flood insurance

• If a LOMC is granted, property owners or lessees may be eligible for lower flood insurance premiums, or the option to not purchase flood insurance
Introducing Online LOMC

- Use Online LOMC to request Amendments or Revisions
- Online LOMC may be used to request LOMCs in place of the MT-EZ, MT-1 or MT-2 paper forms
- Online LOMC does not shorten FEMA’s time to make a determination
  - Determinations will be made within 60 days of a completed Amendments request and 90 days of a Revisions request
  - Requests are considered ‘complete’ after FEMA has received all requested data and payment has been approved
Introducing Online LOMC

• Anyone can use the Online LOMC!
  ▪ Home or property owners, or lessees
  ▪ Professional Surveyors
  ▪ Professional Engineers
  ▪ Other representatives of the property owner or lessee

Benefits of Submitting a LOMC Online

Why is Online LOMC better than filing by mail?

• Submit, pay, and upload supporting documentation for all LOMC requests through one single online platform
• Save information online and finish applying at your convenience
• Easily apply with the clear and intuitive
• Manage multiple LOMC requests with one login
• Check their application status in real-time
• Efficiently communicate with LOMC processing staff
Which one is right for me, a map Amendment or Revision?

There are two basic categories of LOMCs: Amendments and Revisions

<table>
<thead>
<tr>
<th>Submit an Amendment request if:</th>
<th>Submit a Revision request if:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• You are applying for a LOMA, CLOMA, LOMR-F, or CLOMR-F</td>
<td>• You are applying for a LOMR or CLOMR</td>
</tr>
<tr>
<td>• You would have completed the MT-EZ or MT-1 paper forms if submitting by mail</td>
<td>• You would have completed the MT-2 paper form if submitting by mail</td>
</tr>
<tr>
<td>• Your request pertains to a small area of high ground (a property or structure) located within a SFHA or the placement of fill on a property</td>
<td>• You are requesting revisions to effective FIS reports or FIRMsm</td>
</tr>
<tr>
<td>• You are a homeowner or lessee, developer, or community official, or acting on behalf of one</td>
<td></td>
</tr>
</tbody>
</table>

LOMA: Flood Insurance Rate Map (FIRM) Amendment
CLOMA: Community Flood Insurance Rate Map (CFIRM) Amendment
LOMR-F: FIRM Map Revise Flood Insurance Rate Map (FIRM) Revise Flood Insurance Rate Map (FIRM) Amendment
CLOMR: CFIRM Map Revise Community Flood Insurance Rate Map (CFIRM) Revise Community Flood Insurance Rate Map (CFIRM) Amendment
MT-EZ: MT-11 Emergency Zone
MT-1: MT-11 Permanent Flood Hazard Area Map
MT-2: MT-21 Flood Elevations Map
SFHA: Special Flood Hazard Area
Types of Amendments

Use the Online LOMC to submit an Amendment (MT-EZ, MT-1)

<table>
<thead>
<tr>
<th>Types of LOMAs</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter of Map Amendment (LOMA)</td>
<td>Typically, a LOMA is issued when the scale of the FIRM does not allow for small areas of natural high ground to be shown outside the SFHA</td>
</tr>
<tr>
<td>Conditional Letter of Map Amendment (CLOMA)</td>
<td>A letter from FEMA stating a proposed structure that is not to be elevated by fill (natural grade) would not be inundated by the base flood if built as proposed</td>
</tr>
<tr>
<td>Letter of Map Revision based on Fill (LOMR-F)</td>
<td>A LOMR-F is similar to a LOMA, but instead of being based on natural ground elevations, the property or structure has been elevated by fill in order to elevate it above the flood elevation</td>
</tr>
<tr>
<td>Conditional Letter of Map Revision based on Fill (CLOMR-F)</td>
<td>A letter from FEMA stating a parcel of land or proposed structure that will be elevated by fill would not be inundated by the base flood if fill is placed on the parcel as proposed or the structure is built as proposed</td>
</tr>
</tbody>
</table>

To access the training presentation demonstrating how to submit an Online LOMC Revision (LOMR, CLOMR) see [www.fema.gov/online-lomc](http://www.fema.gov/online-lomc)
What else do you need?

Additional forms may be required to complete an Amendment Application

<table>
<thead>
<tr>
<th>Additional requirements</th>
<th>Where you can find it</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevation Form or Existing Elevation Certificate*</td>
<td>Within Online LOMC application or on fema.gov</td>
</tr>
<tr>
<td>FIRM Panel or FIRMette</td>
<td>MSC store: msc.fema.gov</td>
</tr>
<tr>
<td>(A) Subdivision Plat Map or (B) Property Deed with Tax Assessor’s map or other suitable map</td>
<td>County/Parish Clerk, Recorder, or Registrar of Deeds for your Community</td>
</tr>
<tr>
<td>ESA Compliance Documentation</td>
<td>Contact the National Marine Fishery Service, U.S. Fish and Wildlife Service, State Wildlife Agency Office, or Independent Biologist</td>
</tr>
</tbody>
</table>

*If an NFIP Elevation Certificate has already been completed for the property, it may be submitted in lieu of the Elevation Form. Check with your community to see if an Elevation Certificate is already on file for your property or structure.

Scan, upload, and submit these forms via Online LOMC
eLOMA vs. Online LOMC

eLOMA is web-based application that provides licensed land surveyors and professional engineers with a system to submit simple LOMA requests to FEMA

- Only for a sub-set of LOMA requests
- Generates a determination from FEMA in minutes
- Must be a Licensed Professional to use
- For more information on eLOMA, visit this FAQ

What’s the difference?

- Only licensed surveyors and engineers can submit a LOMA request through eLOMA, but anyone can use Online LOMC
- eLOMA only accepts the most basic LOMA requests and the determination is made automatically with standard checks, instead of lengthier manual review
Online LOMC Walk-Through for Amendments

The following screens show the step-by-step process of submitting a LOMC through the Online LOMC
Log-in Page

- Key Features: FAQ, Help, Contact FMIX

- By clicking ‘Contact FMIX,’ the FMIX website opens in a separate window:

  https://www.floodmaps.fema.gov/fhm/fmx_main.html
New User Registration

New users must register before starting Online LOMC

All information is encrypted and protected.
New User Registration

An error message will display if there is missing or improper information.

The email address entered here will be used for all official communication (i.e. a request for more information, notification of a determination on your application).
Choose three security questions

Enter the letters or symbols for account validation – punctuation and capitalization matter
Activation Code

After you create an account, the system will send you an email with an access code.
Retrieve the Activation Code

• Check the email address you used when creating your account
• Email will contain a subject ‘Online LOMC account created’
• From no-reply@riskmapcds.com

An account has been created for:

The Activation Code listed below will be needed to activate your account the first time you sign in to the Online LOMC Web application.

**Activation Code: 63429610**

To return to the Sign In screen, click on the following link or copy and paste the link into the address bar of your browser:

https://mip006d.msc.fema.gov/femaportal/onlinelomc/signin

This message has been generated automatically. Please do not reply to this message.
Enter the Activation Code

- Return to the Log-in screen, enter your email address and password
- The first time you log in, the system will prompt you to enter the activation code
- If you cannot find the activation code, you may request a new code
Application Status Page

Main page after log-in

Select the ‘Not sure?’ link if you are not sure what type of application to select

Start an Amendment or Revision application from this page
Application Status Page: Customer Support

‘E-mail Us’ button: FEMAMapSpecialist@riskmapcds.com

FMIX Live Chat support will pop up in a new window
Start a New Application

- Create Amendment Application
- Create Revision Application
- Not sure?

Start an Amendment Application
Incomplete Requests

• You must log into Online LOMC every month, open any incomplete LOMC requests, and save any incomplete LOMC requests to keep them active.

• If you have not logged in and re-saved un-submitted LOMC applications for 30 days, Online LOMC will send you an email notice that your un-submitted application will be deleted in 14 days.

• This does not apply to submitted applications.
Time-out

• If you leave the Online LOMC screen for 25 minutes, a pop-up window will appear with a 5-minute warning that your session will time-out.

• If you click on the warning before the 5 minutes are up, your session will be extended.

• When time-out occurs, you will be logged out.

• When your session times-out and you have not saved, you may lose unsaved information.

• Time-out occurs after leaving Online LOMC idle for 30 minutes.
Flood Zone Information

An Application ID is generated after your first save, or when you first click ‘Continue’

‘Contact FMIX’, ‘FAQ’, and ‘Help’ will remain accessible from each screen

Navigation buttons will appear at the bottom right hand corner of each screen
Flood Zone Information

• Enter the required information for the LOMC-targeted property, and click ‘Continue’

• If a construction date is required, you will be prompted to select a month and year

Options will become available, depending on your answer to the questions
Community Information

- Enter the details for your property’s community, then click ‘Add Community’
- If you do not know your community, look up this information on the Map Service Center website ([www.msc.fema.gov](http://www.msc.fema.gov)), click ‘Help’ to learn more

Click ‘Add Community’ after all information has been entered, then continue
Community Information

You may edit or delete your community information at any time before final submission.
Property Address

- Add the address of the LOMC-targeted property
- Fill in the Lot, Block/Section and/or subdivision
- If you do not know this information, enter a property description in order to advance to the next screen

Click ‘Add Property’ after all information has been entered, then continue.
• Applicants must confirm whether or not fill was placed on the property and provide the month and year fill was placed

• If fill has not been placed, applicants must confirm whether fill will be placed on the property in the future
Processing Fee Information

- The processing fee amount is determined based on responses entered the amendment request
- There are no fees for LOMA requests

Depending on the requester’s selection when starting the amendment request, the project type should already be selected
Applicant Information

- Enter the information of the person with whom FEMA may contact for questions
- Enter the mailing address of the applicant – it does not have to match the LOMC property
- You can always update the name and email address from the ‘Update Profile’ button on the ‘Application Status’ page

Email Address will auto-populate with the address used during registration
Amendment Review Page

- Summary of all the information entered
- At the bottom of the screen, you have the option to print
- If information entered is not correct, select the ‘Previous’ button at the bottom right of the page to go back and edit the information
Additional Forms

- Most LOMC requests require an Elevation Form
- Elevation Forms must be certified by a licensed engineer or surveyor
- You will not be required to upload this document in order to submit a LOMC request, however, if FEMA requests an Elevation Form after you submit the LOMC request, it may delay the determination
- An Elevation Certificate may be submitted in lieu of the Elevation Form
Supporting Documents and Upload

- You must select both:
  - Tax assessors map or other suitable map document;
  - Copy of Property Deed OR Subdivision Plat Map

- If you plan to submit the Elevation Form/Certificate at this time, select ‘Form 2 – Elevation Form’

- Select ‘Upload’ to attach the scanned documents

- Other supporting documents may also be uploaded
Supporting Documents and Upload

Upload the required information. If additional information is needed, you will receive an email from a FEMA representative.

If you do not check all of the necessary supporting documents, this error message displays.
Upload Supporting Documents

- Collect (or fill out) the required supporting documents
- Scan and save them to your computer
- Selecting ‘Upload’ will allow you to search for the scanned supporting documents on your computer and attach them to the application
- You may upload all your supporting documents here
After uploading documents, select ‘Back to Supporting Documents’ to continue.
Certify

- Penalty clause
- Certify the information is correct to the best of your knowledge
- You cannot edit the information after you ‘Submit Application’
- Select ‘Submit Application’ when ready to initiate your LOMC request, or click ‘Previous’ to edit the information

Use the **Online LOMC Homepage** to check the status of your application, as well as your email for FEMA correspondence

Selecting ‘Submit Application’ will officially submit your LOMC request to FEMA
Making a Payment

<table>
<thead>
<tr>
<th>Payment Information</th>
<th>Page 1 of 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the required credit card or E-Check information in the fields provided. Once all of the fields are completed, click the Payment Confirmation button to confirm your payment information. Note: Your payment will not be submitted until you review your payment details and click “Make Payment” on the next page.</td>
<td></td>
</tr>
</tbody>
</table>

**Payment Total**
- Application Fee: $500.00

**Select Payment Method**
- Credit Card
- E-Check

**Payment Information**
- Credit Card Type: Visa
- Credit Card Number: 4222222222222
- Expiration Date (e.g.: YYYY-MM): 2013-06
- First Name: G
- Last Name: B
- Billing Address 1: 45 Oglethorpe Way
- City: Oglethorpe
- State, District or Territory: GA - Georgia
- ZIP Code: 31401

Payment must be made by a credit card or electronic check (E-Check)

Once all fields are completed, click the Payment Confirmation button to confirm payment information.
Payment Confirmation

- Review payment details to ensure information accuracy. To make changes to your payment information, select the ‘Previous’ button.
- If payment is submitted by E-Check, a case number will not be immediately generated.
- Once the payment is processed, a case number will be generated and FEMA will begin reviewing the request.

Click the ‘Make Payment’ button to begin the payment approval process.
Payment Confirmation: Refunds

• If an overpayment is made and a refund is required, please note that refunds cannot be processed directly through Online LOMC
• You will be contacted by a FEMA representative who will work with you through the refund process
• Refunds may be processed by sending a paper check
Project Submission Details

After you generate a project, you will get a Case Number (different than an Application ID).

Confirmation email from no-reply@riskmapcds.com

Log back into Online LOMC to view your application’s status.
To continue or review a LOMC request, click the Application ID link. Application will be listed in this table ONLY if started or submitted via Online LOMC. Paper MT-2 submissions will not display.
**Application Status Page: Status Column**

<table>
<thead>
<tr>
<th>Application ID</th>
<th>Property Description/Project Identifier</th>
<th>FEMA Case Number</th>
<th>FEMA Case Created Date</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>R35455953169</td>
<td>305-315 Atlantic Avenue, Virginia Beach, VA</td>
<td></td>
<td></td>
<td>NOT SUBMITTED</td>
<td>Continue Delete</td>
</tr>
<tr>
<td>R35471863342</td>
<td>Rosewood Community Park</td>
<td>13-03-0307P</td>
<td>06/06/2013</td>
<td>IN PROGRESS</td>
<td>Upload/Pay</td>
</tr>
<tr>
<td>35487744999</td>
<td>40 Upper Lake Road</td>
<td>13-02-0006A</td>
<td>06/06/2013</td>
<td>IN PROGRESS</td>
<td>Upload</td>
</tr>
<tr>
<td>35503692379</td>
<td>23 Pine Crown Court</td>
<td>13-04-0189A</td>
<td>06/06/2013</td>
<td>COMPLETE</td>
<td>Pay</td>
</tr>
</tbody>
</table>

'**Status’ column will display current status of all applications**
Several types of ‘Status’ may display:

- **Not Submitted** – Application has been started, but is not yet submitted to FEMA
- **Complete** – Application has been submitted, reviewed by FEMA and a Determination, Violation letter, or other response was issued
- **In Progress** – Application has been submitted, and is under review by FEMA
- **Removed** – Application was not submitted to FEMA and was removed from Online LOMC after 34 days of inactivity
The Action column requires action on the part of the applicant.
Types of ‘Actions’ that may display:

- **Continue** – If you saved an Online LOMC application without submitting it, you may go back in and continue to complete the application.

- **Delete** – You may delete an incomplete application prior to submitting it. Deleting will remove the application from Online LOMC.

- **Upload/Pay** – If additional data, documentation, and fees are required to complete the Online LOMC application, “Upload and Pay” will be displayed. You will also be notified by Email that additional action is required.

- **Pay** – If an additional fee is required to complete the application, “Pay” will be displayed. You will also be notified by Email.

- **Upload** – If additional information is required to complete the application, “Upload” will be displayed. You will also be notified by Email.

- **View Detail** – For all Online LOMC applications that have been submitted and adjudicated by FEMA, you can view a summary of the results and the Letter of Final Determination.

- For any of these actions, click the link to complete the action.
Application ID on Status Page

Click an Application ID to open a summary of your Application and Supporting Documents

View a summary of the information you submitted

View the Supporting Documents you uploaded
Action Type: Upload

Selecting ‘Upload’ from the Application Status Page displays this screen where you may upload additional documents.

Select the ‘Upload’ button to upload additional documents FEMA has requested.

Select ‘Submit Documentation’ when upload is complete.

Note: You must click the ‘Submit Documentation’ button after uploading all requested supporting documents to continue processing your request.
Action Type: Upload/Pay

• Selecting ‘Upload/Pay’ from the Application Status Page displays this screen where you may upload additional documents and pay.

• The order you upload and pay does not matter.

Applicant must also select the ‘Pay’ button to process the application.
Additional Features of Online LOMC

The following slides detail additional features available in Online LOMC
Application Status Page: Update Profile

Click ‘Update Profile’ at the top of the Application Status Page to update your profile.
Customer Support: Three Options

Three links are available if you need assistance completing the application: FAQ, Help, FMIX (FEMA Map Information eXchange).
The FMIX is a help center for a variety of information, products, services, and tools that support the National Flood Insurance Program (NFIP)

Click ‘Contact FMIX’ to open the FMIX webpage:
https://www.floodmaps.fema.gov/fm/fmx_main.html
Customer Support: FAQ

Click the FAQ link in the top right-hand corner of each page, a separate window will open containing Frequently Asked Questions.

FAQ opens in a separate window, with information displayed categorically.

Online LOMC – Frequently Asked Questions (FAQ)

General Letter of Map Change (LOMC) Information

What is the Online LOMC site?

The Online LOMC web application allows home owners or their designated representatives to easily request a Letter of Map Change (LOMC). Use this site if your property was inadvertently included in a flood zone, or if the addition of fill elevated your property so that it is above the flood zone.

What is a Letter of Map Change (LOMC)?

A Letter of Map Change (LOMC) is a letter that reflects an official revision to an effective Flood Insurance Rate Map (FIRM). FEMA issues LOMCs in place of the physical revision and republication of the effective FIRM.

Why would an applicant need to request a LOMC?

If you think FEMA incorrectly listed your property in a flood zone, you may request a LOMC from FEMA by requesting a LOMC. An applicant who owns, rents, or leases property may submit certain mapping and survey information to FEMA and request that FEMA officially remove a property and/or structure from the Special Flood Hazard Area (SFHA) based on the physical conditions of the property. In most cases, the applicant will need to hire a Licensed Land Surveyor or Registered Professional Engineer to prepare an Elevation Certificate for the property.

Warning Disclaimer: You are entering an Official United States Government System, which may be used only for authorized purposes. Individuals using this computer system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded by system personnel. If such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials.

Certain documents require a plugin. To download plugin for Adobe Acrobat Reader click here and/or Microsoft Word click here.
Customer Support: Help

Click the Help link in the top right-hand corner of each page to open a separate instructions window.

Help opens in a separate window, with information organized by submission step.
Question Marks?

- Click on any question mark symbol for more information
- Opens the Help instructions, jumping you to the right section
Password Reset

If you forget your password, you may reset it by clicking ‘Forgot Password’.
Password Reset

- Enter the email address you used to register and click ‘Continue’
- If you don’t remember what email address you registered with, contact the FMIX for Customer Support
Answer the Challenge Question exactly as you did when creating it.
Password Reset Errors

- You must enter a password that is different from the previous 6 passwords used in the Online LOMC.
- Password must be at least 8 characters long and have at least 1 number (0123456789) and 1 symbol (! <> @ # $ % ^ & * ( ) _ = + ~).
Password Reset

Once you have registered a new password, return to the Log-in screen and sign in with your updated information.
Resources

For more information on flood insurance, LOMCs, and the Online LOMC, please visit these additional resources:

- Online LOMC fema.gov webpage
- Online LOMC FAQ
- Online LOMC Fact Sheet
- Amendments and Revisions webpage
- FloodSmart – Official site of the National Flood Insurance Program