



FEMA



FEMA Map Information eXchange

The FEMA Map Information eXchange (FMIX) contact center supports the general public and other FEMA stakeholders with inquiries pertaining to the flood hazard mapping and floodplain management activities of the National Flood Insurance Program (NFIP). Map Specialists at the FMIX assist customers with locating and reading flood maps, applying for Letters of Map Change and obtaining and understanding Elevation Certificates. The FMIX also serves to connect stakeholders with a wide range of technical subject matter experts.

Who does the FMIX support?

The FMIX supports over 150,000 FEMA stakeholders annually, including inquiries from property owners, insurance agents, lenders, realtors, engineers, surveyors and developers. In addition, the FMIX assists partners involved in producing and maintaining NFIP mapping products, including local, regional and state officials, participants in the Cooperating Technical Partners Program; FEMA and its contractors and other federal agencies. The FMIX also provides Spanish-language support.

Topics, Products and Tools Supported by the FMIX

The FMIX supports a wide variety of topics, including:

- How to find and read flood maps
- Flood Insurance Studies and the flood mapping process
- Letters of Map Change and flood zone disputes
- Mandatory insurance purchase guidelines
- Flood Map Service Center (MSC)
- National Flood Hazard Layer and other GIS data
- Flood Risk Products
- Elevation Certificates
- Floodplain management regulations
- Floodplain development/hazard mitigation
- Community information and contacts
- Hydrologic and hydraulic modeling
- Coastal flood hazard mapping
- Levee accreditation and mapping
- Hazus loss-estimation software

How to contact the FMIX?

Call (toll-free):

1-877-FEMA MAP (1-877-336-2627)

Email:

FEMAMapSpecialist@riskmapcds.com

Live Chat:

https://www.floodmaps.fema.gov/fhm/fmx_main.html or
<https://msc.fema.gov>

Hours of Operation:

Monday – Friday, 8:00am - 6:30pm ET
After-hours self-service and voicemail support provided

Spanish-language support provided



To view and download flood hazard mapping products and tools, visit the MSC website:

<http://www.msc.fema.gov>

For general flood hazard mapping information, visit:

<http://www.fema.gov/national-flood-insurance-program-flood-hazard-mapping>

For information about flood insurance, visit the NFIP website:

<http://www.FloodSmart.gov>

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