

NFIP Key Contacts

FEMA Public Affairs

Main number: 202-646-4600

Alexandra Travis
Branch Chief, Strategic Communications
FEMA, HQ
500 C Street, SW
Washington, DC 20472
Phone: 202-646-4526
E-mail: Alexandra.Kirin@fema.dhs.gov

Federal Insurance and Mitigation Administration

Butch Kinerney
Chief of Industry and Public Relations
National Flood Insurance Program
DHS/FEMA
500 C Street, SW
Washington, DC 20472
Phone: 202-646-3228
E-mail: Butch.Kinerney@dhs.gov

Mary Jo Vrem
FloodSmart Program Manager
National Flood Insurance Program
DHS/FEMA
500 C Street, SW
Washington, DC 20472
Phone: 202-646-4064
E-mail: MaryJo.Vrem@dhs.gov

Flood Hazard Mapping

FEMA Map Information Exchange (FMIX)

General NFIP and flood hazard mapping information
Phone: 1-877-336-2627
E-mail: FEMAMapSpecialist@riskmapcds.com

Flood Insurance

NFIP Referral Call Center

For consumers who would like a referral to an insurance agent or flood insurance information
Phone: 1-888-435-6637

For agents that want to sign-up for our referral program

Phone: 1-888-786-7693

Website:

<https://agents.floodsmart.gov/manageagent/marketing-and-advertising/referral-program>

NFIP Help Center

Answers general flood insurance and claims questions
Phone: 1-800-427-4661

NFIP Direct Center

Answers questions from agents and policyholders who need rating assistance, have servicing questions, underwriting and/or claims complaints/concerns
Phone: 1-800-638-6620

NFIP Direct Center - Claims

Answers claims questions from agents and policyholders who have policies written by independent agents who represent the NFIP Direct
Phone: 1-800-767-4341





Additional Contacts

Mitigation eGrants Helpdesk

Provides technical assistance for the online grant application process

Phone: 1-866-476-0544

E-mail: MTeGrants@dhs.gov

Disaster Assistance

To apply for disaster assistance and check the status of disaster assistance claim

Phone: 1-800-621-FEMA (3362)

FEMA Material Distribution Center

FEMA publications, forms, public awareness materials

Phone: 1-800-480-2520

Language Line Service

Language interpreting assistance (FEMA code needed)

Phone: 1-800-523-1786