NFIP Key Contacts

FEMA PUBLIC AFFAIRS

Main number: 202-646-4600

Butch Kinerney
Public Affairs Specialist
Department of Homeland Security
Office of Public Affairs
FEMA, HQ
500 C Street, SW, Room 820
Washington, DC 20472
Phone: 202-646-3228
E-mail: Butch.Kinerney@dhs.gov

FEMA'S MITIGATION DIVISION

Harriette Kinberg
Chief, Industry and Public Relations Section
Department of Homeland Security
FEMA, HQ
Mitigation Division, Risk Insurance Branch
500 C Street, SW
Washington, DC 20472
Phone: 202-646-3431
Fax: 202-646-7970
E-mail: Harriette.Kinberg@dhs.gov

Mary Jo Vrem
Project Manager
FloodSmart NFIP Marketing Campaign
Department of Homeland Security
FEMA, HQ
Mitigation Division
500 C Street, SW
Washington, DC 20472
Phone: 202-646-4064
E-mail: MaryJo.Vrem@dhs.gov

FLOOD HAZARD MAPPING

FEMA Map Assistance Center
For questions about regulations and requirements when applying for: LOMAs, LOMRs, LODRs, LOMCs
Phone: 1-877-FEMA MAP (toll-free)
E-mail: FEMAMapSpecialist@mapmodteam.com

Map Service Center
View and purchase digital and paper flood maps
Phone: 1-800-358-9616

FLOOD INSURANCE

FloodSmart 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

NFIP HELP Center
Handles referrals from FEMA staff, state officials and policyholders who have underwriting and/or claims complaints/concerns with their Write Your Own carrier
Phone: 1-866-395-7496

FEMA Lender Compliance Officer (Lena Thompson)
Calls from lenders/banks regarding NFIP policies and lending requirements
Phone: 1-202-646-3441

NFIP Telephone Center
Answers general flood insurance and claims questions for WYO companies
Phone: 1-800-427-4661
NFIP Direct Servicing Agent/Customer Service
Answers questions from agents and policyholders who have policies written by independent agents who represent the NFIP Direct
Phone: 1-800-638-6620

NFIP Direct Servicing Agent/Claims
Answers questions about claims 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