Congressional Advisory

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National Flood Insurance Program Call Center Opens for Policyholders and Disaster Survivors Nationwide

Today the Federal Emergency Management Agency (FEMA) launched a National Flood Insurance Program (NFIP) call center pilot program to serve and support policyholders with the servicing of their claims.

Flood insurance claims can be complicated, and policyholders may have questions in the days and weeks following a disaster.

The NFIP call center is reachable at 1-800-621-3362, and will operate from 8 a.m. to 6 p.m. (CDT) Monday through Friday. Specialists will be available to assist policyholders with the servicing of their claims, provide general information regarding their policies, and/or offer technical assistance to aid in recovery.

For those who prefer to put their concerns in writing, a “Request for Support” form is posted at www.fema.gov/national-flood-insurance-program, which can be filled out and emailed to FEMA-NFIP-Support@fema.dhs.gov or faxed to 540-504-2360.

Call center staff will be able to answer questions, including questions such as “How do I file a flood insurance claim? What type of documentation is needed? Can I still obtain disaster assistance even though I have a flood policy?” as well as more complicated insurance questions about the extent of coverage, policy ratings, and more. The call center will also be open to disaster survivors who have general questions about the NFIP.

“Flood insurance provides residents with the ability to protect themselves financially against the most common disaster we see in America,” said Roy Wright, Deputy Associate Administrator for the Federal Insurance and Mitigation Administration. “We’re providing this new resource to ensure that the people we serve have another way get information they may need to understand how flood insurance works and how to navigate the claims process. This hotline also provides us with a direct connection to policyholders themselves should they have concerns to report about how their claims are being handled and enabling us to take prompt action to ensure that they receive every dollar they are owed under their policies.”

Disaster survivors and policyholders are asked to have the following information available when contacting the call center:

- Contact information (Name, telephone number, email address if applicable);
- Policy number;
- Address of damaged property; and
- Name of flood insurance carrier.
Flood insurance plays a critical role in assisting survivors on their road to recovery. Like other types of insurance, it does not cover all losses, but it is the first line of defense against a flood. While the policy payouts won’t make the insured whole, our top priority is to ensure policyholders get what they are due under their coverage. This initiative is part of FEMA’s ongoing commitment to effective, long-term improvements to the NFIP.

If you have any questions, please contact FEMA’s Congressional Affairs Division at (202) 646-4500.

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FEMA’s mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

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