



National Flood Insurance Program

NFIP Customer Support Hotline

FEMA's top priority is to support disaster survivors and help communities recover from the devastating effects of disasters. To accomplish this mission, FEMA is undertaking changes and improvements to the National Flood Insurance Program (NFIP).

As part of these improvements, FEMA launched an NFIP Customer Support Hotline to better serve and support policyholders with questions regarding their flood insurance policy. The flood insurance program can be complicated, and policyholders may have questions in the days and weeks following a flooding event.

FEMA strives to ensure policyholders get answers to their questions quickly by calling **1-800-621-3362** Monday through Sunday from 9 a.m. to 7 p.m. (EST). Call center staff will be available to assist policyholders with information regarding their policy, offer technical flood guidance to aid in recovery, and respond to general questions about the NFIP. Policyholders with questions specifically about an insurance claim can be transferred to their insurance carrier for additional assistance.

Specialist are also on staff to answer more complicated flood insurance questions and navigate policyholders through the NFIP's existing processes.

Flood insurance plays a critical role towards recovery. Following a disaster our flood policy provides customers with the financial means to recover quicker than without insurance. FEMA's top priority is to make sure our customers under the National Flood Insurance Program are treated fairly and are fully paid under the policy as swiftly as possible.

FEMA expects participating insurance companies and their partners who assist in carrying out the program to continue to improve their customer-centric approach as they handle flood insurance claims. Policyholders should expect full transparency on how the claim is being adjusted, what elements of damage are covered under the Standard Flood Insurance Policy, what elements are not covered, and how costs are calculated for the loss. This initiative is part of FEMA's ongoing commitment to effective, long-term improvements to the NFIP.

"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"