NATIONAL FLOOD INSURANCE PROGRAM
QUICK REFERENCE

TELEPHONE RESPONSE CENTER
General               800-427-4661
Lenders               800-611-6125
Agents                800-720-1093
TDD                 800-427-5593

MEDIA QUESTIONS            Mark Stevens   202-646-3969

FLOOD MAPS AND COMMUNITY STATUS BOOKS
• FEMA Distribution Center       800-358-9616
• Community Status Books are available on internet at http://www.fema.gov under "What's New?" on the FEMA Home Page

NFIP MATERIALS/PUBLICATIONS
FEMA Distribution Center
P.O. Box 2012
Jessup, Maryland 20794-2012
Phone: 800-480-2520
Fax: 301-362-5335

STANDARD FLOOD HAZARD DETERMINATION FORM
• Available through the FEMA FAX-on-demand at 202-646-FEMA
• Also available through the Internet http://www.fema.gov

REVIEW OF DETERMINATIONS FOR FLOOD INSURANCE
• Final rule, "Review of Determinations for Required Purchase of Flood Insurance," published in the Federal Register on December 5, 1995
• One-page guide, "How to Request a Lender Flood Hazard Determination Review," available from your regulatory agency

[more]
LIST OF FLOOD ZONE DETERMINATION COMPANIES
• Available upon request from the NFIP Bureau and Statistical Agent
  Phone: 301-731-5300

NATIONAL FLOOD INSURANCE REFORM ACT (NFIRA) BULLETINS
• Available upon request via FAX. Fax your name and address to the Federal
  Insurance Administration at 202-646-4387, attention Bill Lesser

NFIP BUREAU AND STATISTICAL AGENT REGION VII
  National Flood Insurance Program - Region VII
  402 South Main, Suite 3
  Ottawa, Kansas 66067
  Phone: 785-242-10978
  Fax: 785-242-4338
  
  Den Ownby, Regional Marketing Manager
  Sonja Wood, Marketing Representative

FEDERAL EMERGENCY MANAGEMENT AGENCY - REGION VII
  Federal Emergency Management Agency - Region VII
  9221 Ward Parkway Suite 300
  Kansas City, Missouri 64114-3372
  Phone: 816-283-7002
  Fax: 816-283-7018

FEDERAL INSURANCE ADMINISTRATION
  Office of the Administrator 202-646-2781
  Financial Division 202-646-3443
  Operations Division 202-646-3463
  Marketing Division 202-646-3425
  Claims & Underwriting Div 202-646-3410

  To report fraud, waste, abuse, or other illegal activities call
  Inspector General Hotline 800-323-8603