FEMA

Map Service Center

How do I contact the Map Service Center?

- Visit the website: http://msc.fema.gov
- Call 1-877-336-2627
- E-mail a service representative: MSCservices @riskmapcds.com

How do I order products from the Map Service Center?

- Online at http://msc.fema.gov
- Call 1-877-336-2627
- Mail a copy of the MSC order form to: FEMA Map Service Center, P.O. Box 1038 Jessup, MD 20794-1038

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WHAT IS THE MSC?

The Federal Emergency Management Agency's (FEMA) Map Service Center (MSC) is the official government distribution center for digital and paper flood hazard mapping products created by FEMA in support of the National Flood Insurance Program (NFIP). Products and services are accessible online at http://msc.fema.gov. Customer Service Representatives are available to answer questions about FEMA's flood hazard maps, available subscription services, use of online tools and general site navigation.

WHO DOES THE MSC SUPPORT?

Primary users of FEMA's flood hazard maps for NFIP purposes are Federal, State, and local government officials; realtors; lenders; flood determination and insurance professionals; engineers; and surveyors.

WHAT PRODUCTS AND SERVICES ARE AVAILABLE?

The MSC offers a variety of mapping products and tools that can be used to:

- Find the latest flood hazard information by property address or panel number
- View the latest flood hazard maps
- Create FIRMettes
- Find Letter of Map Change (LOMC) information by case number
- Locate a historic map for grandfathering purposes
- Subscribe to receive automatic notifications when current flood hazard maps are revised
- Find map status information using the Flood Map Status Information System (FMSIS)

HOW DO I PURCHASE A FLOOD MAP?

Flood maps and other products may be purchased in paper format, on CD/DVD, or as a digital download, including:

- Flood Insurance Rate Maps (FIRMs)
- Digital Flood Insurance Rate Map (DFIRM) databases
- Flood Insurance Study (FIS) reports
- National Flood Insurance Program (NFIP) Manual

For more information on FEMA's flood hazard mapping program, please visit: http://www.fema.gov/plan/prevent/fhm/index.shtm

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Product	Description	Format
Flood Insurance Rate Maps (FIRMs)	Insurance and floodplain management maps produced by FEMA. They contain a community's flood insurance risk zones, the boundaries of the 1% and 0.2% annual-chance floodplains, the regulatory floodway and Base Flood Elevations (BFEs) when applicable. Historic FIRMs are also available for most communities.	Digital download (.png, .tif, .jpg) CD/DVD copies (.png, .tif, .jpg) Paper copies
FIS Reports	A Flood Insurance Study (FIS) is a narrative report of a community's flood hazards. Information contained in the FIS includes: a description of the areas studied and the engineering methods used; past flooding information; graphic profiles of the flood sources; and other pertinent information. If included as part of the study, floodway maps are distributed as part of the FIS package.	Digital downloads (.pdf) CD/DVD copies (.pdf) Paper copies
Letters of Map Change (LOMCs)	Collective term used to describe official amendments and revisions to FIRMs that are accomplished by a cost-effective administrative procedure and disseminated by letter. These letters include Letters of Map Amendment (LOMAs) and Letters of Map Revision (LOMRs).	Digital download (.pdf) CD/DVD subscription service (.pdf)

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Flood Boundary and Floodway Maps (FBFMs)	The floodplain management map issued by FEMA that depicts, based on detailed analyses, the boundaries of the 1% annual-chance and the 0.2% annual-chance floodplains and, when appropriate, the regulatory floodway. The FBFM does not show flood insurance risk zones or BFEs.	Digital download (.tif) CD/DVD copies (.tif) Paper copies
DFIRM Spatial Database	A database designed to facilitate the collecting, storing, processing and accessing of data developed by FEMA, enabling mapping partners to share the data necessary for the Digital Flood Insurance Rate Map (DFIRM) production and conversion process. Where possible, all mapping and engineering data elements are linked to physical geographic features and georeferences.	GIS shapefiles
National Flood Hazard Layer (NFHL)	A database containing the flood hazard map information from FEMA's flood hazard mapping program. These map data are from DFIRM databases and LOMCs. The NFHL is a compilation of all of the DFIRM databases that have been created throughout the country.	GIS shapefiles
Flood Insurance Manual	The official source of rates, instructions and procedures used by industry for doing business in the National Flood Insurance Program (NFIP).	CD/DVD copies (.pdf) Paper copies

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Flood Map Status Information System (FMSIS)	This service provides map status information on CD for current effective maps, including the community name and number, county name, panels printed for a community, effective date and suffix for each panel, initial FBFM date, and first and current FIRM date.	CD/DVD copies (.mdr)
Map Search	Allows individuals to search for and obtain the flood map for a specific property by address or map panel ID number. This tool is available on the MSC homepage. A tutorial is also located on the MSC website.	Online
FIRMette	Online tool that allows users to create a full-scale section of a FIRM online. There is no cost for making a FIRMette. FIRMettes can be used in all aspects of the NFIP including floodplain management, flood insurance and enforcement of mandatory flood insurance purchase requirements, and have the legal equivalent as a full-panel FIRM. A tutorial is located on the MSC website.	Online
Express Document Delivery (EDDie)	Online tool for use by Federal, State and local government employees and FEMA contractors for easy downloading of digital products from the MSC.	Online
EDDie for Disasters	Online tool designed to be used in Joint Field Offices (JFOs) and other disaster assistance operations for easy downloading of digital products from the MSC.	Online

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