



FEMA

W-10048

April 26, 2010

MEMORANDUM FOR: Write Your Own (WYO) Principal Coordinators and the
National Flood Insurance Program (NFIP) Servicing Agent

FROM: NFIP Clearinghouse

SUBJECT: FEMA Map Assistance Center (FMAC) Changed to the FEMA Map
Information eXchange (FMIX)

On March 1, 2010, the contact center for FEMA's Map Service Center (MSC) was consolidated into the current FEMA Map Assistance Center (FMAC) to provide a one-stop-shop for a variety of information, products, services and tools that support the National Flood Insurance Program (NFIP). To reflect this consolidation, the name of the FMAC changed to the FEMA Map Information eXchange, or FMIX.

Ordering NFIP Mapping Products

Customers will still order mapping products from the MSC either online at <http://msc.fema.gov> or via phone. MSC customer service representatives are available to assist with this process and can now be reached by calling the toll-free number for the FMIX, 1-877-FEMA-MAP (1-877-336-2627), option 2, or by e-mailing FEMA-MSCservice@dhs.gov.

General NFIP Mapping Information

Map Specialists are still available to answer questions and provide information about the NFIP. They can be reached by calling the toll-free number for the FMIX, 1-877-FEMA-MAP (1-877-336-2627), option 1, or by e-mailing FEMAMapSpecialist@riskmapcds.com.

For additional information related to the consolidation, please visit http://www.fema.gov/plan/prevent/fhm/fmc_main.shtm.

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: All Departments