

# FLOOD INSURANCE RESOURCES

Experiencing a flood is overwhelming and the recovery can feel equally as difficult. The National Flood Insurance Program (NFIP) is here to help you recover by providing free publications and resources to assist you after a flood.



**Access online resources** from the FloodSmart Resource Library. Scan the QR code or visit [agents.floodsmart.gov/resource-library](https://agents.floodsmart.gov/resource-library) to find resources like:

- How to Start a Flood Insurance Claim; and
- Recovering Financially After a Flood.

**Order physical publications** that can be shipped anywhere in the United States. There are no costs associated with requesting NFIP publications. To order, download a PDF of the NFIP Publications Order Form from [agents.floodsmart.gov/puborderform](https://agents.floodsmart.gov/puborderform). Enter your desired publication quantities and a shipping address, then submit using any of the following channels:

**Email:** [FEMAPubs@gpo.gov](mailto:FEMAPubs@gpo.gov) | **Phone:** 800-480-2520 | **Fax:** 719-948-9724

**Mail:** FEMA Publications Warehouse, 31451 United Avenue, Pueblo, CO 81001



**FEMA**



## START A CLAIM

Contact your insurer or insurance agent as soon as possible to review the details of your NFIP flood insurance policy and/or start a claim.

## BEGIN RECOVERY

Learn more about the recovery process by scanning the QR code for [floodsmart.gov/start](https://floodsmart.gov/start).



## FEMA MAPPING AND INSURANCE EXCHANGE (FMIX)

Connect with an NFIP specialist at the FMIX Customer Care Center, Monday–Friday.

**877-336-2627** | [msc.fema.gov/fmix](https://msc.fema.gov/fmix) | [FEMA-FMIX@fema.dhs.gov](mailto:FEMA-FMIX@fema.dhs.gov)

## HOW TO DOCUMENT DAMAGE

Watch a video on how to record and photograph damage to your belongings.

[agents.floodsmart.gov/document-damage](https://agents.floodsmart.gov/document-damage)

## SAVE YOUR FAMILY TREASURES

Review step-by-step guidance on how to recover your precious family heirlooms.

[agents.floodsmart.gov/save-family-treasures](https://agents.floodsmart.gov/save-family-treasures)

If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.

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