

FEMA Offers New Live Chat Service to the Public

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DENTON, Texas -- The Federal Emergency Management Agency (FEMA) recently unveiled an exciting new tool to help the public get answers to questions about Digital Flood Insurance Rate Maps (DFIRM).

Provided by the FEMA Map Information eXchange (FMIX), Live Chat allows FEMA stakeholders to interact with Map Specialists real-time via an online forum. Specialists can field inquiries about a wide variety of topics including the release of new flood maps, the urgent need for the purchase of flood insurance and much, much more.

Map Specialists are available for online chat Monday through Friday from 8 a.m. to 10 a.m. and again from 2 p.m. to 4 p.m. CST. To use Live Chat or for information regarding services provided by the FMIX, visit www.floodmaps.fema.gov/fhm/fmx_main.html and click on "Live Chat." You can also contact the FMIX at 1-877-FEMA MAP (1-877-336-2627) or by email at FEMAMapSpecialist@riskmapcdfs.com.

While many homeowners are required by mortgage and lending companies to have flood insurance, FEMA and the National Flood Insurance Program (NFIP) strongly recommend that **everyone** purchase flood insurance.

The NFIP offers federally-backed flood insurance at relatively nominal rates, as damage from flooding is **not** normally covered by homeowners' insurance. For more information on estimated rates for flood insurance, flood facts and to locate an agent in your area, you can also visit www.floodsmart.gov.

Note: Videos are available for download in English by clicking [here](#) and in Spanish by clicking [here](#).