



FEMA

W-14039

July 29, 2014

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

FROM: NFIP Clearinghouse

SUBJECT: Redesigned FEMA Flood Map Service Center

On Monday, July 28, the FEMA Risk MAP Program unveiled a redesigned FEMA [Flood Map Service Center](#) (MSC). A streamlined design and interface, significant technical improvements, and a set of new user features will enable the new MSC to serve as both an intuitive and user-friendly source of information for the general public and a powerful flood hazard product portal for those working in flood insurance, hazard mitigation, and floodplain management.

Improvements include:

- Free products – All products and services are now completely online and free of charge, reducing both costs to the public and costs to FEMA associated with processing payments, shipping physical media, and maintaining parallel systems for paying and fee-exempt customers.
- Quick and easy downloads – An enhanced map search makes it possible for the public to find and download their flood map, and any revisions or amendments to it, in a matter of seconds.
- Everything in one place – An integrated product search allows users to locate every flood hazard product available for their area of interest in just a few clicks.
- Free subscriptions – Free customized email subscriptions make it possible for floodplain managers, location officials, and others to know immediately when new information comes out for their community.
- Direct-data service – Products-as-a-service enables users to access hosted flood hazard information without ever having to navigate through the actual site, thanks to a standardized product URL format.
- Enhanced help features – Tailored help text and responses to Frequently Asked Questions quickly guide first-time and novice users of the site to the information they need.

Redesigned FEMA Flood Map Service Center

July 29, 2014

Page 2

We encourage you to spread the word about this exciting enhancement to FEMA's risk communication efforts. For further details of the changes coming with the new MSC, please see the [Project Information Fact Sheet](#).

If you have any questions about this project, please contact the FEMA Mapping Information eXchange (FMIX) at (877) 336-2627 or [FEMAMapSpecialist@riskmapcds.com](mailto:FEMAMapSpecialist@riskmapcds.com).

cc: Vendors, IBHS, FIPNC, Government Technical Representative

Suggested Routing: All Departments