

Map Service Center Site Maintenance

Release Date: Th10 24, 2024

FEMA has scheduled a system outage to upgrade the Map Service Center (MSC) web infrastructure, which affects numerous pages. The MSC pages are temporarily unavailable for infrastructure upgrades from 12 a.m., Thursday, Oct. 24, through 11:59 p.m., Sunday, Oct. 27. These upgrades to the infrastructure will improve the security and reliability of the system.

While the MSC site is offline, the FEMA Map Information eXchange (FMIX) is available by phone at 1-877-336-2627 from 8 a.m. – 7 p.m. Eastern Time, Thursday, Oct. 24 – Sunday, Oct. 27. On Thursday and Friday, the FMIX is also available by email at FEMA-FMIX@fema.dhs.gov.

The FMIX can provide the following types of support:

- Respond to many flood insurance and flood mapping questions
- Provide letter of map change status for cases active within 90 days of Oct. 24, 2024
- Confirm National Flood Insurance Program community participation status, flood map effective dates and provide referrals to local floodplain administrators
- Support to survivors by explaining the flood insurance claim process and connecting policyholders with their insurance provider
- Provide basic instructions on how to access and use the RiskMap systems after the outage

The FEMA [Preliminary Flood Hazard Data site](#) remains available,

For any other questions about this outage, please contact the [RiskMap Change Management and Outreach Team](#).

