



FEMA

Online Letter of Map Change (LOMC) Tutorial- Amendments

November 2018

RiskMAP
Increasing Resilience Together



Welcome to the Online LOMC Tutorial for Amendments

[What's in this Tutorial](#)

[Background: Flood Maps and LOMCs](#)

[Online LOMC](#)

[Types of Amendments](#)

[Log in and Register](#)

[Start & Complete an Amendment Application, Step-by-Step](#)

[Upload Supporting Documents](#)

[Make a Payment](#)

[Check Status](#)

[Additional Features of Online LOMC](#)

What's in this Tutorial

In this tutorial you will find:

- Information about LOMCs and what you may need to apply for one
- A step-by-step guide through the online application process to complete an **Amendment** request
- Customer service contact information and where you can get additional help

If you want to know more about submitting a Revision request, see: [fema.gov/online-lomc](https://www.fema.gov/online-lomc)

Background: Flood Maps

- Flood maps, or Flood Insurance Rate Maps (FIRMs), are community maps that display high-risk floodplains, specifically:
 - Special Flood Hazard Areas (SFHAs)
 - Risk premium zones
- FEMA determines flood zones in consultation with communities, states, and other stakeholders
- SFHAs are land areas at high risk for flooding
 - A home located within a SFHA has a 26 percent chance of suffering flood damage during the term of a 30-year mortgage
- FIRMs show flood risk zones and their boundaries, and may also show floodways and Base Flood Elevations (BFEs)

Background: What Is a LOMC?

What is a LOMC?

- A LOMC is a letter that reflects an official Amendment or Revision to an effective FIRM
- To get a property removed from a SFHA, FEMA must issue a LOMC

Background: Why a LOMC?

Why would you want a LOMC?

- Property owners or lessees within SFHAs who have mortgages from a federally backed mortgage lender are required to purchase flood insurance
- If a LOMC is granted, property owners or lessees may be eligible for lower flood insurance premiums, or the option to not purchase flood insurance

Introducing Online LOMC

- Use Online LOMC to request **Amendments** or **Revisions**
- Online LOMC may be used to request LOMCs in place of the MT-EZ , MT-1 or MT-2 paper forms
- Online LOMC does not shorten FEMA's time to make a determination
 - Determinations will be made within 60 days of a completed Amendments request and 90 days of a Revisions request
 - Requests are considered 'complete' after FEMA has received all requested data and payment has been approved

Introducing Online LOMC

- Anyone can use the Online LOMC!
 - Home or property owners, or lessees
 - Professional Surveyors
 - Professional Engineers
 - Other representatives of the property owner or lessee

Access Online LOMC: www.fema.gov/online-lomc,
www.hazards.fema.gov, or
www.hazards.fema.gov/femaportal/onlinelomc/signin

Benefits of Submitting a LOMC Online

Why is Online LOMC better than filing by mail?

- Submit, pay, and upload supporting documentation for all LOMC requests through one single online platform
- Save information online and finish applying at your convenience
- Easily apply with the clear and intuitive
- Manage multiple LOMC requests with one login
- Check their application status in real-time
- Efficiently communicate with LOMC processing staff

Which one is right for me, a map Amendment or Revision?

There are two basic categories of LOMCs: Amendments and Revisions

Submit an Amendment request if:

- You are applying for a [LOMA, CLOMA, LOMR-F, or CLOMR-F](#)
- You would have completed the MT-EZ or MT-1 paper forms if submitting by mail
- Your request pertains to a small area of high ground (a property or structure) located within a SFHA or the placement of fill on a property
- You are a homeowner or lessee, developer, or community official, or acting on behalf of one

Submit a Revision request if:

- You are applying for a [LOMR or CLOMR](#)
- You would have completed the MT-2 paper form if submitting by mail
- You are requesting revisions to effective FIS reports or FIRMs

Types of Amendments

Use the Online LOMC to submit an Amendment (MT-EZ, MT-1)

Types of LOMAs	Description
Letter of Map Amendment (LOMA)	Typically, a LOMA is issued when the scale of the FIRM does not allow for small areas of natural high ground to be shown outside the SFHA
Conditional Letter of Map Amendment (CLOMA)	A letter from FEMA stating a proposed structure that is not to be elevated by fill (natural grade) would not be inundated by the base flood if built as proposed
Letter of Map Revision based on Fill (LOMR-F)	A LOMR-F is similar to a LOMA, but instead of being based on natural ground elevations, the property or structure has been elevated by fill in order to elevate it above the flood elevation
Conditional Letter of Map Revision based on Fill (CLOMR-F)	A letter from FEMA stating a parcel of land or proposed structure that will be elevated by fill would not be inundated by the base flood if fill is placed on the parcel as proposed or the structure is built as proposed

To access the training presentation demonstrating how to submit an Online LOMC Revision (LOMR, CLOMR) see www.fema.gov/online-lomc

What else do you need?

Additional forms may be required to complete an Amendment Application

Additional requirements	Where you can find it
Elevation Form or Existing Elevation Certificate*	Within Online LOMC application or on fema.gov
FIRM Panel or FIRMette	MSC store: msc.fema.gov
(A) Subdivision Plat Map or (B) Property Deed with Tax Assessor's map or other suitable map	County/Parish Clerk, Recorder, or Registrar of Deeds for your Community

*If an NFIP Elevation Certificate has already been completed for the property, it may be submitted in lieu of the Elevation Form. Check with your community to see if an Elevation Certificate is already on file for your property or structure.

Scan, upload, and submit these forms via Online LOMC

What else do you need (cont'd)?

Additional forms may be required to complete an Amendment Application

Additional requirements	Where you can find it
<p>ESA Compliance Documentation**</p>	<p>“FEMA requires documentation of ESA compliance for a proposed project before it will process Conditional Letters of Map Revision (CLOMRs) or Conditional Letters of Map Revision based on Fill (CLOMR-Fs), but it is not FEMA’s role to assist with accomplishing ESA compliance for private actions or non-FEMA federal actions.</p> <p>If federal construction, funding or permitting is involved in a project for which a CLOMR or CLOMR-F is being requested, then the applicant may use that agency’s Section 7 consultation to document to FEMA that ESA compliance has been achieved. The documentation may be:</p> <ol style="list-style-type: none"> 1. A “No Effect” determination made by, or concurred by, the federal agency. 2. A “Not Likely to Adversely Affect” determination with concurrence from the Services. 3. A biological opinion with a “no jeopardy” determination or with accepted reasonable and prudent alternatives. 4. A copy of a federally issued permit with justification that the proposed development for which a CLOMR or CLOMR-F is sought is covered by the permit. <p>While FEMA does not play a role in ESA compliance for proposed private development, these projects are required to comply with the ESA independently of FEMA’s process. For these projects, the requester must document that:</p> <ol style="list-style-type: none"> 1. No potential for “Take” exists (meaning that the project has no potential to harass, harm, pursue, hunt, shoot, wound, kill, trap, capture, or collect, or to attempt to engage in any such conduct) to threatened and endangered species. The requester will be responsible for the potential for take determination and the determination is not required to come from, or be concurred by, the Services. 2. If the requester determined a “Take” will or has a potential to occur, they can consider contacting the Services to discuss potential project revisions to eliminate the “Take.” 3. If neither 1 or 2 are possible and the project has the potential to “Take” listed species, an Incidental Take Permit may be submitted showing that the project is the subject or is covered by the subject of the permit.”

**The purpose of the ESA is to conserve threatened and endangered species and the ecosystems upon which they depend. Go to the Compliance with [Endangered Species Act for Letters of Map Change](#) to receive more guidance on how to obtain this documentation

eLOMA vs. Online LOMC

eLOMA is web-based application that provides licensed land surveyors and professional engineers with a system to submit simple LOMA requests to FEMA

- Only for a sub-set of LOMA requests
- Generates a determination from FEMA in minutes
- Must be a Licensed Professional to use
- For more information on eLOMA, visit this [FAQ](#)

What's the difference?

- Only licensed surveyors and engineers can submit a LOMA request through eLOMA, but anyone can use Online LOMC
- eLOMA only accepts the most basic LOMA requests and the determination is made automatically with standard checks, instead of lengthier manual review

Online LOMC Walk-Through for Amendments

The following screens show the step-by-step process of submitting a LOMC through the Online LOMC

Log-in Page

- Key Features: FAQ, Help, Contact FMIX
- By clicking 'Contact FMIX,' the FMIX website opens in a separate window:

https://www.floodmaps.fema.gov/fhm/fmx_main.html

The screenshot shows the FEMA Online Letter of Map Change (LOMC) website. The page features a header with the FEMA logo and navigation links for 'Contact FMIX', 'FAQ', and 'Help'. The main content area is titled 'Online Letter of Map Change' and contains two informational sections: 'What is a Letter of Map Change (LOMC)?' and 'What is the Online LOMC site?'. The 'LOMC' section explains that a LOMC is a letter reflecting an official change to a Flood Insurance Rate Map (FIRM) and includes a 'Read More' link. The 'Online LOMC site' section describes the web application for home owners and also includes a 'Read More' link. On the right side, there is a 'Sign In to Online LOMC' section with an 'Email Address' field, a 'Password' field with a 'Forgot Password?' link, a 'Sign In' button, and a 'New User? Click here to Sign Up!' link. Below the sign-in section, a security notice states: 'All information is protected and encrypted from unauthorized disclosure'. At the bottom of the page, there is a 'Warning Disclaimer' regarding the use of the system and a footer with links for 'DHS', 'FEMA.gov', 'Privacy Policy', 'Accessibility', 'Site Help', and 'Contact Us'.

New User Registration

New users must register before starting the LOMC application

ONLINE LOMC

Contact FMIX FAQ Help

Online Letter of Map Change

Sign Up

First Name

Last Name

Email Address

New Password

Confirm Password

Challenge Question #1 Answer #1
Please select challenge question

Challenge Question #2 Answer #2
Please select challenge question

Challenge Question #3 Answer #3
Please select challenge question

and Tecomy
Type the two words:

Submit Cancel

Password Requirements

- Alphanumeric
- Minimum 8 characters in length
- At least two of the non-alphabetic characters: 0123456789! <> @ # \$ % ^ & * () _ = + ~

A notification with instructions on how to access your account will be sent to the email address provided on this Sign up page after you click "Submit".

Adobe Acrobat Reader required to view certain documents. [Click here to download plug-ins](#)

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help Site Map Contact Us

Contact FMIX FAQ Help

Sign In to Online LOMC

Email Address

Password ([Forgot Password?](#))

Sign In

[New User? Click here to Sign Up!](#)

All information is protected and encrypted from unauthorized disclosure

All information is encrypted and protected

New User Registration

ONLINE LOMC

FEMA

Contact FMIX FAQ Help

Online Letter of Map Change

Sign Up

⚠ Please fix the following errors:

- Confirm Password does not match. Please try again.
- The two words you entered did not match.
- The Email Address you entered already exists.
- The new password must be at least 8 characters in length, contain at least two of the following non-alphabetic characters: 0123456789 ! @ # \$ % ^ & * () _ = + ~ < > and must be different from the last 6 passwords.

First Name

Last Name

Email Address

New Password

Confirm Password

Challenge Question #1 **Answer #1**

What city were you born in?

Challenge Question #2 **Answer #2**

What is your favorite hobby or pastime?

Challenge Question #3 **Answer #3**

What is your favorite dessert?

Password Requirements

- Alphanumeric
- Minimum 8 characters in length
- At least two of the non-alphabetic characters: 0123456789 ! < > @ # \$ % ^ & * () _ = + ~

A notification with instructions on how to access your account will be sent to the email address provided on this Sign up page after you click "Submit".

etsGol place

Type the two words:

reCAPTCHA™ stop spam, read books.

Submit **Cancel**

An error message will display if there is missing or improper information

The email address entered here will be used for all official communication (i.e. a request for more information, notification of a determination on your application)

New User Registration

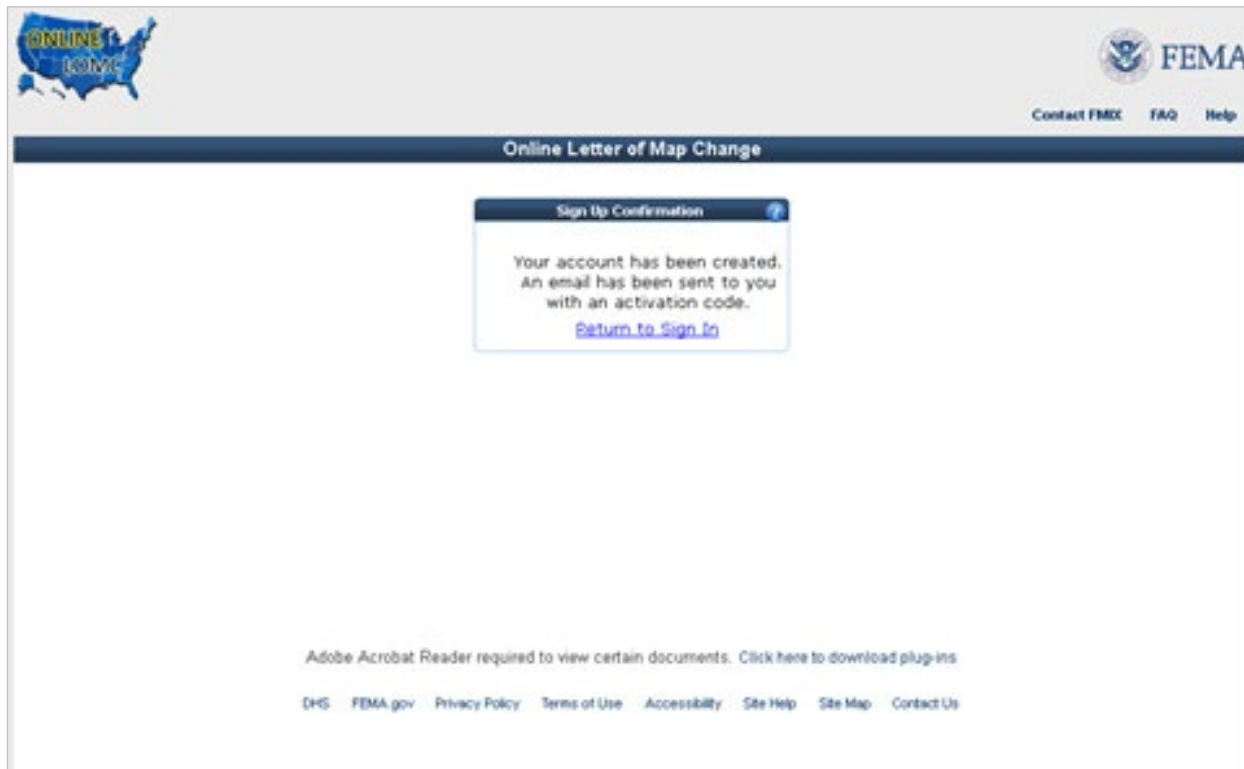
Choose three security questions

The screenshot shows the FEMA Online Letter of Map Change registration page. At the top right, there are links for "Contact FMX", "FAQ", and "Help". The page title is "Online Letter of Map Change". Below the title, there is a "Sign Up" button. A red box highlights an error message: "Please fix the following errors:" followed by a list of requirements: "Confirm Password does not match. Please try again.", "The two words you entered did not match.", "The Email Address you entered already exists.", and "The new password must be at least 8 characters in length, contain at least two of the following non-alphabetic characters: 0123456789 ! @ # \$ % ^ & * () _ = + ~ < > and must be different from the last 6 passwords." Below the error message, there are input fields for "First Name" (Ben), "Last Name" (Franklin), "Email Address" (Ben.Franklin@riskmapcc), "New Password", and "Confirm Password". To the right of these fields is a "Password Requirements" section with a list of requirements: "Alphanumeric", "Minimum 8 characters in length", and "At least two of the non-alphabetic characters: 0123456789 ! < > @ # \$ % ^ & * () _ = + ~". Below the password fields, there are three challenge questions with dropdown menus for answers: "Challenge Question #1" (What city were you born in? Boston), "Challenge Question #2" (What is your favorite hobby or pastime? Inventing), and "Challenge Question #3" (What is your favorite dessert? Ice Cream). At the bottom of the form, there is a CAPTCHA section with the text "Type the two words:" and a red box containing the words "ertsGol" and "place". Below the CAPTCHA are "Submit" and "Cancel" buttons.

Enter the letters or symbols for account validation – punctuation and capitalization matter

Activation Code

After you create an account, the system will send you an email with an access code



Retrieve the Activation Code

- Check the email address you used when creating your account
- Email will contain a subject 'Online LOMC account created'
- From no-reply@riskmapcds.com

Online LOMC account created

no-reply@riskmapcds.com

Sent: Tue 12/11/2012 4:17 PM

To:

An account has been created for:

The Activation Code listed below will be needed to activate your account the first time you sign in to the Online LOMC Web application.

Activation Code: 63429610

To return to the Sign In screen, click on the following link or copy and paste the link into the address bar of your browser:

<https://mip006d.msc.fema.gov/fenaportal/onlinelomc/signin>

This message has been generated automatically. Please do not reply to this message.

Enter the Activation Code

Enter your Activation Code, then click 'Activate Code'

The screenshot displays the FEMA Online Letter of Map Change (LOMC) website. At the top, there is a navigation bar with the FEMA logo and links for 'Contact FMIX', 'FAQ', and 'Help'. Below this, a central modal window titled 'Sign In to Online LOMC' is open. The modal contains the following text: 'An Activation Code was sent separately to your Email address. Please check your email and enter the Activation Code. When finished, click on the "Activate Code".' Below the text is an input field labeled 'Activation Code'. Underneath the input field are three buttons: 'Activate Code', 'Cancel', and 'Request New Code'. A red arrow points from the 'Activate Code' button in the modal to the 'Sign In' button on the main page. The main page also features a 'Sign In to Online LOMC' header, an 'Email Address' input field, a 'Password (Forgot Password?)' input field, and a 'Sign In' button. At the bottom of the page, there is a 'Read More' link and a section titled 'What is the Online LOMC site?' with a brief description of the service and another 'Read More' link.

- Return to the Log-in screen, enter your email address and password
- The first time you log in, the system will prompt you to enter the activation code
- If you cannot find the activation code, you may request a new code

Customer Support

ONLINE LOMC

FEMA

Contact FMIX FAQ Help

Online Letter of Map Change

What is a Letter of Map Change (LOMC)?

A Letter of Map Change (LOMC) is a letter which reflects an official change to an effective Flood Insurance Rate Map (FIRM). LOMCS are issued in response to a request of FEMA to revise or amend its effective flood map to remove a property or reflect changed flooding conditions on the effective map.

[Read More](#)

What is the Online LOMC site?

The Online LOMC web application allows home owners or their designated representatives to easily request a Letter of Map Change (LOMC). Use this site if your property was inadvertently included in a flood zone, or if the addition of fill elevated your property so that it is above the flood zone.

[Read More](#)

Sign In to Online LOMC

Email Address

Password [\(Forgot Password?\)](#)

Sign In

[New User? Click here to Sign Up!](#)

All information is protected and encrypted from unauthorized disclosure

Warning Disclaimer: You are entering an Official United States Government System, which may be used only for authorized purposes. Individuals using this computer system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded by system personnel. If such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials.

Certain documents require a plug-in. To download plug-in for Adobe Acrobat Reader [click here](#) and/or Microsoft Word [click here](#).

DHS FEMA.gov Privacy Policy Accessibility Site Help Contact Us

Customer Support Options

Application Status Page

Main page after log-in

The screenshot displays the FEMA Online Letter of Map Change (LOMC) application status page. The page features a navigation menu with links for 'Welcome, G Bramson', 'LOMC Home', 'Update Profile', 'Contact FMIX', 'FAQ', 'Help', 'Comments', and 'Sign Out'. The main content area is titled 'Online Letter of Map Change' and includes a 'New Application' section with links for 'Create Amendment Application' and 'Create Revision Application'. A table of application entries is shown, with columns for 'Application ID', 'Property Description /Project Identifier', 'FEMA Case Number', 'FEMA Case Created Date', 'Status', and 'Action'. The table currently displays 'No data available in table'. A red box highlights the 'Create Amendment Application' link and the table, with a callout box stating: 'Start an Amendment from this page, and view any active applications'.

Application Status Page: Customer Support

'E-mail Us' button:
FEMAMapSpecialist@riskmapcds.com

FMIX Live Chat support
will pop up in a new
window

FEMA Map Information eXchange (FMIX)

* Denotes required field

First Name:**

Last Name:**

City:**

State: AK

Email (Optional):

How did you learn about Live Chat (Optional):

Subject:

FEMA's Privacy Policy <http://www.fema.gov/help/privacy.shtml>

Comments Sign Out

Refresh

Action

[Continue](#) [Delete](#)

[Delete](#)

Done Internet 100%

Certain documents require a plug-in. To download plug-in for Adobe Acrobat Reader [click here](#) and/or Microsoft Word [click here](#).

DHS FEMA.gov Privacy Policy Accessibility Site Help Contact Us

Start a New Application

https://mip004d.msc.fema.gov:10035/online/omc/shd/Application/list.action

ONLINE LOMC

FEMA

Welcome, G Bramson LOMC Home Update Profile Contact FMIX FAQ Help Comments Sign Out

Online Letter of Map Change

New Application

- Create Amendment Application
- Create Revision Application

Customer Support

- Call Us 1-877-FEMA MAP
- E-Mail Us
- Chat With Us
- Hours of Operation

Show 10 entries Refresh

Application ID	Property Description /Project Identifier	FEMA Case Number	FEMA Case Created Date	Status	Action
No data available in table					

Showing 0 to 0 of 0 entries

Start an Amendment Application

Certain documents require a plug-in. To download plug-in for Adobe Acrobat Reader [click here](#) and/or Microsoft Word [click here](#).

DHS FEMA.gov Privacy Policy Accessibility Site Help Contact Us

Incomplete Requests

- You must **log into** Online LOMC every month, **open** any incomplete LOMC requests, and **save** any incomplete LOMC requests to keep them active
- If you have not logged in and re-saved un-submitted LOMC applications for 30 days, Online LOMC will send you an email notice that your un-submitted application will be **deleted in 14 days**
- This does not apply to submitted applications

Time-out

- If you leave the Online LOMC screen for 25 minutes, a pop-up window will appear with a 5-minute warning that your session will time-out
- If you click on the warning before the 5 minutes are up, your session will be extended
- When time-out occurs, you will be logged out
- When your session times-out and you have not saved, you may lose unsaved information
- Time-out occurs after leaving Online LOMC idle for **30 minutes**

Flood Zone Information

An Application ID is generated after your first save, or when you first click 'Continue'

ONLINE LOMC

Welcome, Ben Franklin LOMC Home **Contact FMIX** FAQ Help Comments Sign Out

FEMA

Online Letter of Map Change

LOMC Application

Application Id: None (Generated upon save) All (*) indicate a required field.

Flood Zone Information (Page 1 of 11)

The Online LOMC web application is designed to assist requesters (community officials, individual property owners, and others) in gathering the information DHS-FEMA needs to determine whether property (parcels of land or structures) requires flood insurance. The information provided below will aid in determining the LOMC type and processing fee.

Flood Determination Details

*Are you requesting that a flood determination be completed for:

- Structures on your property
- A portion of land within the bounds of the property
- The entire legally recorded property

*Lot Type:

- Single structure
- Single lot
- Multiple structures
- Multiple lots

Cancel Save Save And Close Continue

Adobe Acrobat Reader required to view certain documents. Click here to download plug-ins

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help Site Map Contact Us

'Contact FMIX', 'FAQ', and 'Help' will remain accessible from each screen

Navigation buttons will appear at the bottom right hand corner of each screen

Flood Zone Information

- Enter the required information for the LOMC-targeted property, and click 'Continue'
- If a construction date is required, you will be prompted to select a month and year

ONLINE LOMC

Welcome, Ben Franklin LOMC Home Contact FMIX FAQ Help Comments Sign Out

FEDERAL EMERGENCY MANAGEMENT AGENCY FEMA

LOMC Application

Application Id: None (Generated upon save) All (*) indicate a required field.

Flood Zone Information (Page 1 of 1)

The Online LOMC web application is designed to assist requesters (community officials, individual property owners, and others) in gathering the information DHS-FEMA needs to determine whether property (parcels of land or structures) requires flood insurance. The information provided below will aid in determining the LOMC type and processing fee.

Flood Determination Details

*Are you requesting that a flood determination be completed for:

- Structures on your property
- A portion of land within the bounds of the property
- The entire legally recorded property

What are the dates of construction?

*Lot Type:

- Single structure
- Single lot
- Multiple structures
- Multiple lots

Cancel Save Save And Close Continue

Adobe Acrobat Reader required to view certain documents. Click here to download plug-ins

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help Site Map Contact Us

Options will become available, depending on your answer to the questions

Community Information

ONLINE LOMC

FEMA

Welcome, Ben Franklin LOMC Home Contact FMIX FAQ Help Comments Sign Out

Online Letter of Map Change

LOMC Application

Application Id: 21702451885 All (*) indicate a required field.

Community Information (Page 2 of 11)

Please select the Community Details and click "Add Community". Repeat the step for each community and click "Continue".

Community Details

* State

* County

* Community

Add Community

Previous Save Save And Close Continue

Adobe Acrobat Reader required to view certain documents. [Click here to download plug-ins](#)

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help Site Map Contact Us

- Enter the details for your property's community, then click 'Add Community'
- If you do not know your community, look up this information on the Map Service Center website (www.msc.fema.gov), click 'Help' to learn more

Community Information

You may edit or delete your community information at any time before final submission

ONLINE LOMC

Welcome, Ben Franklin LOMC Home Contact FMIX FAQ Help Comments Sign Out

FEMA

Online Letter of Map Change

LOMC Application

Application Id: 21702451885 All (*) indicate a required field.

Community Information (Page 2 of 11)

Please select the Community Details and click "Add Community". Repeat the step for each community and click "Continue".

Community Details

* State

* County

* Community

Add Community

State	County	Community	CID	Action
DC	District of Columbia	DISTRICT OF COLUMBIA	110001	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Previous Save Save And Close Continue

Adobe Acrobat Reader required to view certain documents. [Click here to download plug-ins](#)

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help Site Map Contact Us

Property Address

- Add the address of the LOMC-targeted property
- Fill in the Lot, Block/Section and/or subdivision
- If you do not know this information, enter a property description in order to advance to the next screen

Click 'Add Property' after all information has been entered, then continue

ONLINE LOMC

Welcome, Ben Franklin LOMC Home Contact FMIX FAQ Help Comments Sign Out

Online Letter of Map Change

LOMC Application

Application Id: 21702451885 All (*) indicate a required field.

Property Address (Page 3 of 11)

Enter the street address for the property in which you are requesting a LOMC. Next, enter the legal description of the property by entering one of the following: Lot, Block/Section, Subdivision or Property Description. If you are not sure of the legal description, type "unknown" in the "Property Description" field. After completion, click "Add Property". Repeat the steps for each property and click "Continue".

Street Address of the Property

* Address 1 * City
Address 2 * State * Zip Code

Legal Description of Property

Lot
Block/Section
Subdivision
Property Description

Add Property

Previous Save Save And Close Continue

Fill Information

ONLINE LOMC

Welcome, K Use LOMC Home Contact FMDX FAQ Help Comments Sign Out

Online Letter of Map Change

LOMC Application

Application Id: 34311199451 Amendment All (*) indicate a required field.

Fill Information (Page 4 of 11)

Fill is defined as material placed from any source (including the subject property) that raises the construction practice of removing unsuitable existing material (topsoil) and backfilling with select practice does not alter the existing (natural grade) elevation, which is at or above the BFE. Fill that Program (NFIP) map showing the area in a Special Flood Hazard Area (SFHA) is considered nat

Base Flood Elevation Details

*Has fill been placed on your property to raise ground that was previously below the BFE?

Yes
 No

*Will fill be placed on your property to raise ground that is below the BFE?

Yes
 No

*When will fill be placed? 05/2013

Previous Save Save And Close Continue

Only appears if you select 'Yes' to the first question

- Applicants must confirm whether or not fill was placed on the property and provide the month and year fill was placed
- If fill has not been placed, applicants must confirm whether fill will be placed on the property in the future

Processing Fee Information

- The processing fee amount is determined based on responses entered the amendment request
- There are no fees for LOMA requests

Online Letter of Map Change

LOMC Application

Application Id: 34311198451 **Amendment** All (*) indicate a required field.

Processing Fee Information (Page 6 of 11)

The LOMC Type and Processing Fee are system generated based on your previous responses. The type and fee are subject to change upon FEMA's review of your submission.

LOMC Type

LOMA
 CLOMA
 LOMR-F
 CLOMR-F

Processing Fee

No Fee Required
 \$325.00 (Single lot/structure LOMR-F following a CLOMR-F)
 \$425.00 (Single lot/structure LOMR-F)
 \$500.00 (Single lot/structure CLOMA or CLOMR-F)
 \$700.00 (Multiple lot/structure LOMR-F following a CLOMR-F, or multiple lot/structure CLOMA)
 \$800.00 (Multiple lot/structure LOMR-F or CLOMR-F)

Previous Save Save And Close Continue

Applicant Information

The screenshot shows the FEMA LOMC Application form. At the top left is the 'ONLINE LOMC' logo. At the top right is the FEMA logo. Below the logos is a navigation bar with links: 'Welcome, Ben Franklin LOMC Home', 'Contact', 'FMIX', 'FAQ', 'Help', 'Comments', and 'Sign Out'. The main heading is 'Online Letter of Map Change'. Below this is a box for 'Application Id: 21702451885' and a note 'All (*) indicate a required field.'. The section is titled 'Applicant Information' (Page 7 of 13). A blue box contains instructions: 'Please enter the information of the person who is applying for a LOMC. The address entered should be the mailing address of the applicant, not the address of the property requesting a LOMC (unless both addresses are the same). The email address provided in the Contact Information section will be the primary means of communication between FEMA and the applicant.' The form has three main sections: 'Applicant Name' with fields for 'Applicant Title' (dropdown), 'First Name' (Ben), and 'Last Name' (Franklin); 'Mailing Address' with fields for 'Address 1', 'Address 2', 'City', 'State' (dropdown), and 'Zip Code'; and 'Contact Information' with fields for 'Email Address' (Ben.franklin@riskmapcds.com), 'Company', 'Phone (ex.: 555-555-5555)', and 'Fax (ex.: 555-555-5555)'. At the bottom are four buttons: 'Previous', 'Save', 'Save And Close', and 'Continue'. A red box highlights the 'Email Address' field with the text 'Email Address will auto-populate with the address used during registration'.

- Enter the information of the person with whom FEMA may contact for questions
- Enter the mailing address of the applicant – it does not have to match the LOMC property
- You can always update the **name and email address** from the 'Update Profile' button on the 'Application Status' page

Amendment Review Page

- Summary of all the information entered
- At the bottom of the screen, you have the option to print
- If information entered is not correct, select the 'Previous' button at the bottom right of the page to go back and edit the information

ONLINE LOMC

Welcome, Ben Franklin LOMC Home Contact FMIX FAQ Help Comments Sign Out

FEDERAL EMERGENCY MANAGEMENT AGENCY FEMA

Online Letter of Map Change

LOMC Application

Application Id: 21702451885 All (*) indicate a required field.

Amendment Review page 8 of 11

The following is a summary of your LOMC Request. Please ensure your responses are accurate. If changes are needed, please click "Previous" to navigate to the corresponding page and make changes.

Property Information Form
Letter of Map Amendment Type: LOMA

Fill Section
Has fill been placed on your property to raise ground that was previously below the BFE? No
When was fill placed?
Will fill be placed on your property to raise ground that is below the BFE? No
When will fill be placed?

Street Address of Property

Address	Legal Description
	Lot: Block/Section: Subdivision: Property Description:

Legal Description of Property
Requesting that a flood zone determination be completed for: The entire legally recorded property

Scroll down for print and navigation options

Additional Forms

Access the Elevation Form here

ONLINE LOMC

Welcome, Ben Franklin LOMC Home Contact FMIX FAQ Help Comments Sign Out

Online Letter of Map Change

LOMC Application

Application Id: 21702451885 All (*) indicate a required field.

Additional Form(s) page 8 of 11

If your property or structure is clearly outside of a Special Flood Hazard Area, you may not have to submit the Elevation Form or Elevation Certificate. Please be aware, by not submitting this form the processing of your request may be delayed. ([Need Help?](#))

Should you need to provide an Elevation form or Elevation Certificate, please click the corresponding link to access and download the [Elevation Form](#)

Previous Continue

- Most LOMC requests require an Elevation Form
- Elevation Forms must be certified by a licensed engineer or surveyor
- You will not be required to upload this document in order to submit a LOMC request, however, if FEMA requests an Elevation Form after you submit the LOMC request, it may delay the determination
- An Elevation Certificate may be submitted in lieu of the Elevation Form

Supporting Documents and Upload

- You must select both:
 - Tax assessors map or other suitable map document;
 - Copy of Property Deed OR Subdivision Plat Map
- If you plan to submit the Elevation Form/Certificate at this time, select 'Form 2 – Elevation Form'
- Select 'Upload' to attach the scanned documents
- Other supporting documents may also be uploaded

The screenshot displays the FEMA ONLINE LOMC application interface. At the top, there is a navigation bar with the FEMA logo and the text 'Welcome, Ben Franklin LOMC Home Contact FNIX FAQ Help Comments Sign Out'. Below this is a dark blue header with the text 'Online Letter of Map Change'. The main content area is titled 'LOMC Application' and shows 'Application id: 21702451885'. A section titled 'Supporting Documents and Upload' contains a blue box with instructions: 'You must select and upload a Tax Assessor's Map or other suitable map document. In addition, please select and upload either a Copy of the Property Deed (with recordation data and stamp of the Recorder's Office) OR a Copy of the Subdivision Plat Map for property (with recordation data and stamp of the Recorder's Office) as separate files. Additional supporting documents may aid in the application process. If you do not upload the appropriate supporting documents, you will not be able to continue the LOMC application process.' Below this is a list of 'Supporting Documents' with checkboxes: 'Copy of the effective FIRIM panel on which the structure and/or property location has been accurately plotted', 'Copy of the Subdivision Plat Map for property (with recordation data and stamp of the Recorder's Office)', 'Copy of the Property Deed (with recordation data and stamp of the Recorder's Office)', 'Tax Assessor's Map or other suitable map document', 'Form 2 - Elevation Form', 'Form 3 - Community Acknowledgment Form (required for CLOMR-F, LOMR-F, or LOMAs with a structure in the floodway)', 'Documented ESA compliance (required for CLOMR-F) (Need Help?)', 'A metes and bounds description and map of the area to be removed, certified by a licensed land surveyor or registered professional engineer (required when a portion of the property is requested)', and 'Additional Supporting Data'. Below the list is a section titled 'Upload Supporting Documents' with instructions: 'Upload all supporting documents. Please retain a copy of all submitted documents for your records. DHS-FEMA encourages the submission of all required data in a digital format (e.g. scanned and images). Digital submissions help to further DHS-FEMA's Digital Vision and also may facilitate the processing of your request. An incomplete submission will result in processing delays. For additional information regarding this form, including where to obtain supporting documents listed above, please refer to http://www.fema.gov/plan/prevent/firm/ol_mr-1.shtml. Click "Upload" to add supporting documents. Is your physical document too large to scan? (e.g. oversized map) [Click here](#)'. At the bottom of the form is a blue 'Upload' button. At the very bottom of the page are four buttons: 'Previous', 'Save', 'Save And Close', and 'Continue'.

Supporting Documents and Upload

The screenshot shows the FEMA ONLINE LOMC application interface. At the top, there is a navigation bar with the FEMA logo and the text "Welcome, Ben Franklin LOMC Home Contact FMIX FAQ Help Comments Sign Out". Below this is the "Online Letter of Map Change" header. The main content area is titled "LOMC Application" and shows the application ID "21702451885". A section titled "Supporting Documents and Upload" contains an error message in a red box: "Please fix the following errors: 'Copy of the Subdivision Plat Map for property' or 'Copy of the Property Deed' is a required field. Please ensure your uploaded supporting documents include a copy of the subdivision plat map or a copy of the Property Deed and the Tax Assessor's map or other suitable map document. 'Tax Assessor's Map or other suitable map document' is a required field." Below the error message is a blue box with instructions: "You must select and upload a Tax Assessor's Map or other suitable map document. In addition, please select and upload either a Copy of the Property Deed (with recordation data and stamp of the Recorder's Office) OR a Copy of the Subdivision Plat Map for property (with recordation data and stamp of the Recorder's Office) as separate files. Additional supporting documents may aid in the application process. If you do not upload the appropriate supporting documents, you will not be able to continue the LOMC application process." The "Supporting Documents" section lists several items with checkboxes: "Copy of the effective FIRM panel on which the structure and/or property location has been accurately plotted", "Copy of the Subdivision Plat Map for property (with recordation data and stamp of the Recorder's Office)", "Copy of the Property Deed (with recordation data and stamp of the Recorder's Office)", "Tax Assessor's Map or other suitable map document", "Form 2 - Elevation Form", "Form 3 - Community Acknowledgment Form (required for CLOMR-F, LOMR-F, or LOMAs with a structure in the floodway)", "Documented ESA compliance (required for CLOMR-F) (Need Help?)", "A metes and bounds description and map of the area to be removed, certified by a licensed land surveyor or registered professional engineer (required when a portion of the property is requested)", and "Additional Supporting Data". The "Upload Supporting Documents" section provides instructions on how to upload documents and includes a link for oversized maps. At the bottom of the form is an "Upload" button.

Upload the required information. If additional information is needed, you will receive an email from a FEMA representative

If you do not check all of the necessary supporting documents, this error message displays

Upload Supporting Documents

- Collect (or fill out) the required supporting documents
- Scan and save them to your computer
- Selecting 'Upload' will allow you to search for the scanned supporting documents on your computer and attach them to the application
- You may upload all your supporting documents here

The screenshot shows the FEMA ONLINE LOMC application interface. The page title is "Online Letter of Map Change" and the application ID is 21702451885. The "Upload Supporting Documents" section is highlighted, showing a list of required documents: Copy of the effective, Copy of the Subdivi, Copy of the Property, Tax Assessor's Map, Form 2 - Elevation F, Form 3 - Community, Documented ESA of, A metes and bounds when a portion of the, and Additional Supportin. The "Upload" button is circled in red, and a red arrow points to the "Upload Supporting Documents" section.

Upload Supporting Documents

ONLINE LOMC

FEMA

Welcome, Ben Franklin | [LOMC Home](#) | [Contact FMIX](#) | [FAQ](#) | [Help](#) | [Comments](#) | [Sign Out](#)

Online Letter of Map Change

LOMC Application

Application ID: 35519533451 **Amendment** All (*) indicate a required field.

Upload Supporting Documents (Page 10 of 11)

Your file has been uploaded successfully.

Please browse to your file. Add a description to identify your file(s) for future reference. Click "Upload" to add/upload additional documents. To delete or review a list of your uploads, click "Back to Supporting Documents".

*Select file to upload:

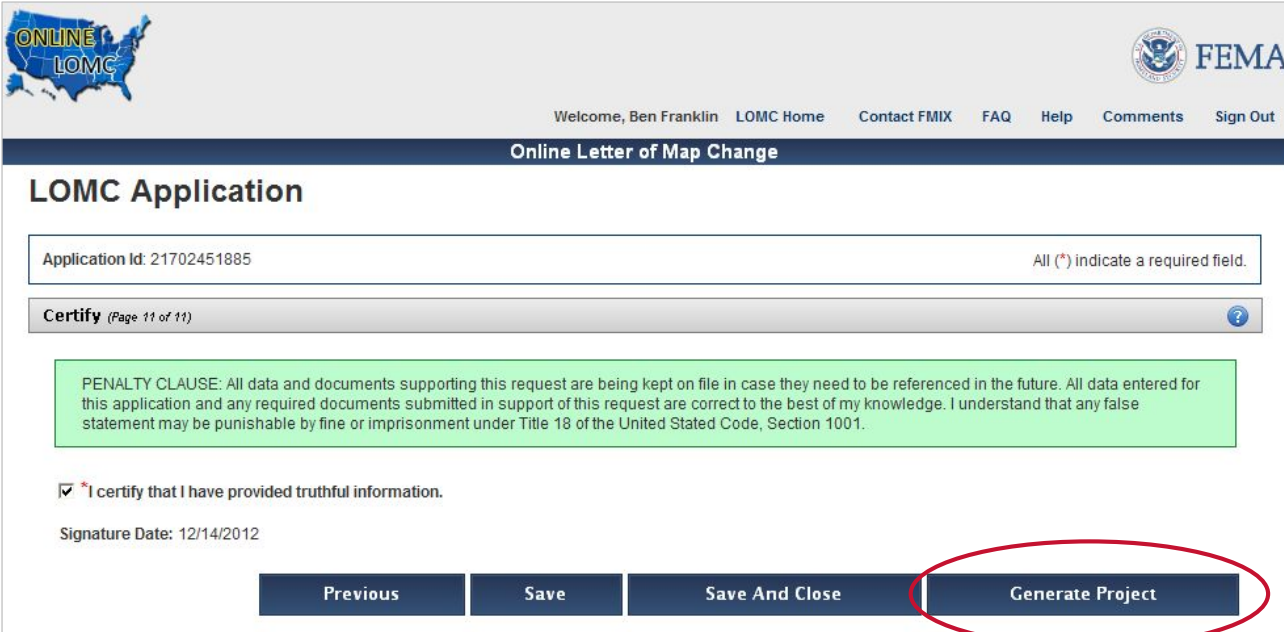
*Description:

Files Uploaded

File Name	Description	Date Uploaded
Document 5.doc	Additional Supporting Data	06/06/2013 2:42:56 PM

Certify

- Penalty clause
- Certify the information is correct to the best of your knowledge
- You cannot edit the information after you 'Generate Project'
- Select 'Generate Project' when ready to initiate your LOMC request, or click 'Previous' to edit the information



ONLINE LOMC

Welcome, Ben Franklin LOMC Home Contact FMIX FAQ Help Comments Sign Out

Online Letter of Map Change

LOMC Application

Application Id: 21702451885 All (*) indicate a required field.

Certify (Page 11 of 11)

PENALTY CLAUSE: All data and documents supporting this request are being kept on file in case they need to be referenced in the future. All data entered for this application and any required documents submitted in support of this request are correct to the best of my knowledge. I understand that any false statement may be punishable by fine or imprisonment under Title 18 of the United States Code, Section 1001.

* I certify that I have provided truthful information.

Signature Date: 12/14/2012

Previous Save Save And Close **Generate Project**

Selecting 'Generate Project' will officially submit your LOMC request to FEMA

Making a Payment

035/online/omc/amendment/Payment/load.action

Online Letter of Map Change

LOMC Application

Application ID: 35567214333 **Amendment** All (*) indicate a required field.

Payment Information (Page 1 of 2)

Enter the required credit card or E-Check information in the fields provided. Once all of the fields are completed, click the Payment Confirmation button to confirm your payment information. Note: Your payment will not be submitted until you review your payment details and click "Make Payment" on the next page.

Payment Total

Application Fee: \$500.00

Payment Information

*Select Payment Method

Credit Card

E-Check

*Credit Card Type: Visa

*Credit Card Number: 42222222222222

*Expiration Date (e.g.: YYYY-MM): 2013-06

*First Name: G

*Last Name: B

*Billing Address 1: 45 Oglethorpe Way

Billing Address 2:

*City: oglethorpe

*State, District or Territory: GA - Georgia

*ZIP Code: 31401

Previous **Payment Confirmation**

Payment must be made by a credit card or electronic check (E-Check)

Once all fields are completed, click the 'Payment Confirmation' button to confirm payment information

Payment Confirmation

MAP - Home

/amendment/Payment/next

ONLINE LOMC

FEMA

Welcome, Ben Franklin [IC Home](#) [Contact FMIX](#) [FAQ](#) [Help](#) [Comments](#) [Sign Out](#)

Online Letter of Map Change

LOMC Application

Application ID: 35567214333 **Amendment** All (*) indicate a required field.

Payment Confirmation (Page 2 of 2)

Please review your payment details. If edits are needed, please use the Previous button to return to the Payment Information page to make changes. Clicking the Make Payment button below will begin the payment approval process. When payment is approved, a Case Number will be generated and the application will be submitted to FEMA for review. Note: Please do not close the window or click the Back button on your browser after clicking the Make Payment button.

Payment Method: Credit Card
Application Fee: \$500.00

Payment Details

First Name: G
Last Name: B
Card Type: Visa
Credit Card Number: *****2222
Expiration Date: 2013-06
Billing Address: 45 Oglethorpe Way
Billing Address 2:
City: oglethorpe
State, District or Territory: GA
ZIP Code: 31401

[Previous](#) [Cancel](#) [Make Payment](#)

- Review payment details to ensure information accuracy. To make changes to your payment information, select the 'Previous' button
- If payment is submitted by E-Check, a case number will not be immediately generated
- Once the payment is processed, a case number will be generated and FEMA will begin reviewing the request

Payment Confirmation: Refunds

- If an overpayment is made and a refund is required, please note that refunds cannot be processed directly through Online LOMC
- You will be contacted by a FEMA representative who will work with you through the refund process
- Refunds may be processed by sending a paper check

Project Submission Details

After you generate a project, you will get a Case Number (different than an Application ID)

Log back into Online LOMC to view your application's status

Confirmation email from no-reply@riskmapcds.com

Amendment Project is Created with Project Number = 13-04-0189A

no-reply@riskmapcds.com
Thu 6/6/2013 12:41 PM

To: Gretchen Bramson;

Bing Maps

We have received your request that the Department of Homeland Security's Federal Emergency Management Agency (FEMA) determine if the requested property is located within an identified Special Flood Hazard Area on the applicable National Flood Insurance Program (NFIP) map for: PINEVILLE, TOWN OF, Mecklenburg County, NC.

The Case Number assigned to your request is 13-04-0189A, and the Project ID is LOT 23-27, BLOCK A, N - 23 Pine Crown Court.
Your Online LOMC Application ID was 35503692379.

We are reviewing your submitted data and will contact you if additional information is required to process your request.

If additional information is not required, we will issue a final determination letter within 30-60 days.

You may obtain project status information from MIP via the Online LOMC homepage. To return to your application, click on the following link or copy and paste the link into the address bar of your browser:

<https://mip006d.msc.fema.gov/femaportal/onlinelomc/signin>

Inquiries concerning the status of your request should be made by calling the FEMA Map Information eXchange (FMIX) toll free at (877) 336-2627 (877-FEMA-MAP) or by letter addressed to the Federal Emergency Management Agency, LOMC Clearinghouse, 847 South Dickcitt Street, Alexandria, VA 22304-04605, Attn: LOMA Manager.

Application ID: 21702401009

Project Submission Details

Case Number 13-03-0116A successfully created.

Confirmation e-mail shortly regarding your case creation. Please be sure to login to Online LOMC at [http://www.fema.gov/femaportal/onlinelomc/signin](#) using your registered e-mail address and check periodically for status updates on this case.

OK

Application Status Page

Online Letter of Map Change

Showing 10 entries

Application ID	Property Description /Project Identifier	FEMA Case Number	FEMA Case Created Date	Status	Action
R35455953169	305-315 Atlantic Avenue, Virginia Beach, VA			NOT SUBMITTED	Continue Delete
R35471863342	Rosewood Community Park	13-03-0307P	06/06/2013	IN PROGRESS	
35487744999	40 Upper Lake Road	13-02-0006A	06/06/2013	IN PROGRESS	
35503692379	23 Pine Crown Court	13-04-0189A	06/06/2013	IN PROGRESS	

Showing 1 to 4 of 4 entries

To review the Summary of Supporting Documents for this application, click 'Application ID'

Action links may appear when application is not yet submitted or submitted and in the 'In Progress' phase

Application Status Page: Status

Browser address bar: /mip004d.msc.fema.gov:10035/online/omc/shd/Application/list.action

Navigation: Welcome, Ben Franklin LOMC Home Update Profile Contact FMIX FAQ Help Comments Sign Out

Online Letter of Map Change

New Application

- [Create Amendment Application](#)
- [Create Revision Application](#)

Customer Support

- [Call Us 1-877-FEMA MAP](#)
- [E-Mail Us](#)
- [Chat With Us](#)

[Hours of Operation](#)

Application ID	Property Description /Project Identifier	FEMA Case Number	FEMA Case Created Date	Status	Action
R35455953169	305-315 Atlantic Avenue, Virginia Beach, VA			NOT SUBMITTED	Continue Delete
R35471863342	Rosewood Community Park	13-03-0307P	06/06/2013	IN PROGRESS	Upload & Pay
35487744999	40 Upper Lake Road	13-02-0006A	06/06/2013	IN PROGRESS	Pay
35503692379	23 Pine Crown Court	13-04-0189A	06/06/2013	COMPLETE	View Details

Showing 1 to 4 of 4 entries

Certain documents require a plug-in. To download plug-in for Adobe Acrobat...

DHS FEMA.gov Privacy Policy Accessibility S

'Status' column will display current status of all applications

Application Status Page: Status Types

Several types of 'Status' may display:

- **Not Submitted** – Application has been started, but is not yet submitted to FEMA
- **Complete** – Application has been submitted, reviewed by FEMA and a Determination, Violation letter, or other response was issued
- **In Progress** – Application has been submitted, and is under review by FEMA
- **Removed** – Application was not submitted to FEMA and was removed from Online LOMC after 34 days of inactivity

Application Status Page: Status Types

Status continued:

- **Request Data** – Application has been submitted to FEMA and FEMA is requesting more data before they can issue a determination
- **Request Data/Fee** – Application has been submitted to FEMA and FEMA is requesting more data
- **Suspended** – Application has been submitted to FEMA but was suspended because the applicant did not provide the requested additional data or fee
- **Under Review** – FEMA determined an NFIP regulation has been violated

Application Status Page: Action Column

ONLINE LOMC

DEPARTMENT OF HOMELAND SECURITY FEMA

Welcome, Ben Franklin LOMC Home Update Profile Contact FMIX FAQ Help Comments Sign Out

Online Letter of Map Change

New Application ?

- [Create Amendment Application](#)
- [Create Revision Application](#)

Customer Support ?

- [Call Us 1-877-FEMA MAP](#)
- [E-Mail Us](#)
- [Chat With Us](#)
- [Hours of Operation](#)

Show 10 entries Refresh

Application ID	Property Description /Project Identifier	FEMA Case Number	FEMA Case Created Date	Status	Action
R35455953169	305-315 Atlantic Avenue, Virginia Beach, VA			NOT SUBMITTED	Continue Delete
R35471863342	Rosewood Community Park	13-03-0307P	06/06/2013	IN PROGRESS	Upload & Pay
35487744999	40 Upper Lake Road	13-02-0006A	06/06/2013	IN PROGRESS	Pay
35503692379	23 Pine Crown Court	13-04-0189A	06/06/2013	COMPLETE	View Details

Showing 1 to 4 of 4 entries

Certain documents require a plug-in. To download plug-in for Adobe Acrobat Reader [click here](#) and/or

DHS FEMA.gov Privacy Policy Accessibility Site Help Contact Us

The Action column requires action on the part of the applicant

Application Status Page: Actions Types

Several types of 'Actions' may display:

- **Continue** - If you started an application but haven't submitted, click 'Continue' to resume applying
- **Upload/Pay** – FEMA determined that additional documents and/or fees are required
- **View Details** – For applications submitted to FEMA that are 'In Progress', the applicant can view a summary of the Supporting Documents
- **Under Review** – The application submitted and adjudicated by FEMA is under review for a determined violation of an NFIP regulation

Application ID on Status Page

The screenshot shows the FEMA LOMC application status page. On the left, a table lists applications with their IDs and descriptions. A red circle highlights the application ID 'R35455953169'. A red arrow points from this ID to a larger summary page on the right. The summary page shows details for application ID '21559338985', including a table of supporting documents. A red circle highlights the 'View Details' link in the 'General Information' table. A red arrow points from this link to a third summary page at the bottom, which shows details for supporting documents, including a table with file names and upload dates. A red circle highlights the 'View Details' link in this table as well.

View a summary of the information you submitted

Click an Application ID to open a summary of your Application and Supporting Documents

View the Supporting Documents you uploaded

Additional Features of Online LOMC

The following slides detail additional features available in Online LOMC

Application Status Page: Update Profile

Click 'Update Profile' at the top of the Application Status Page to update your profile

The screenshot displays the FEMA ONLINE LOMC Application Status Page. At the top, the navigation bar includes 'Welcome, Ben Franklin', 'LOMC Home', and a circled 'Update Profile' link. Below this, the 'Online Letter of Map Change' section features a table of applications. A red arrow points from the 'Update Profile' link to the 'Update Profile' form on the right.

Application ID	Property Description /Project Identifier	FEMA Case Number	FEMA Create Date
R35455953169	305-315 Atlantic Avenue, Virginia Beach, VA		
R35471863342	Rosewood Community Park	13-03-0307F	06/06/2
35487744999	40 Upper Lake Road	13-02-0006A	06/06/2
35503692379	23 Pine Crown Court	13-04-0189A	06/06/2

Update Profile

Password Requirements

- Alphanumeric
- Minimum 8 characters in length
- At least two of the non-alphabetic characters: 0123456789 ! <> @ # \$ % ^ & * () _ = + ~
- Must be different from the last 6 passwords

Account Information

First Name:
Last Name:
New Password:
Confirm Password:
Email Address:

Challenge Questions

Challenge Question #1: What city were you born in? Answer #1:
Challenge Question #2: What is your father middle name? Answer #2:
Challenge Question #3: What is the nickname of your sibling? Answer #3:

Customer Support: Three Options

ONLINE LOMC

FEMA

Contact FMIX FAQ Help

Online Letter of Map Change

What is a Letter of Map Change (LOMC)?

A Letter of Map Change (LOMC) is a letter which reflects an official change to an effective Flood Insurance Rate Map (FIRM). LOMCS are issued in response to a request of FEMA to revise or amend its effective flood map to remove a property or reflect changed flooding conditions on the effective map.

[Read More](#)

What is the Online LOMC site?

The Online LOMC web application allows home owners or their designated representatives to easily request a Letter of Map Change (LOMC). Use this site if your property was inadvertently included in a flood zone, or if the addition of fill elevated your property so that it is above the flood zone.

[Read More](#)

Sign In to Online LOMC

Email Address

Password [\(Forgot Password?\)](#)

Sign In

[New User? Click here to Sign Up!](#)

All information is protected and encrypted from unauthorized disclosure

Three links are available if you need assistance completing the application:

- FAQ
- Help
- FMIX (FEMA Map Information eXchange)

Customer Support: Contact FMIX

The screenshot shows the FEMA website's 'FEMA Map Information eXchange (FMIX)' page. The page is divided into a left sidebar with navigation links and a main content area. The sidebar includes links for 'National Flood Insurance Program', 'Flood Insurance', 'Floodplain Management', 'Flood Hazard Mapping', 'User Groups', 'Risk MAP', 'Cooperating Technical Partners', 'Status of Map Change Requests', 'Forms, Documents and Software', 'Online Tutorials', and 'FAQs'. The main content area features a 'FEMA Map Information eXchange (FMIX)' section with a 'New Live Chat Service' and 'Contact a Map Specialist - FMAC + MSC = FMIX' link. Below this is an 'Hours of Operation' section. A red box highlights the 'Contact FMIX' link in the top right corner of the page. Another red box highlights the URL https://www.floodmaps.fema.gov/fhm/fmx_main.html. A third red box highlights the 'Contact FMIX' link in the top right corner of the page. A fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. A tenth red box highlights the 'Contact FMIX' link in the top right corner of the page. A eleventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A twelfth red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirteenth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fourteenth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifteenth red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixteenth red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventeenth red box highlights the 'Contact FMIX' link in the top right corner of the page. A eighteenth red box highlights the 'Contact FMIX' link in the top right corner of the page. A nineteenth red box highlights the 'Contact FMIX' link in the top right corner of the page. A twentieth red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-first red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-second red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-third red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. A twenty-ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirtieth red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-first red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-second red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-third red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. A thirty-ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fortieth red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-first red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-second red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-third red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. A forty-ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fiftieth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-first red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-second red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-third red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. A fifty-ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixtieth red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-first red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-second red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-third red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. A sixty-ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventieth red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-first red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-second red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-third red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. A seventy-ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. An eightieth red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-first red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-second red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-third red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. An eighty-ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninetieth red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-first red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-second red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-third red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-fourth red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-fifth red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-sixth red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-seventh red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-eighth red box highlights the 'Contact FMIX' link in the top right corner of the page. A ninety-ninth red box highlights the 'Contact FMIX' link in the top right corner of the page. A hundredth red box highlights the 'Contact FMIX' link in the top right corner of the page.

Click 'Contact FMIX' to open the FMIX webpage:
https://www.floodmaps.fema.gov/fhm/fmx_main.html

The FMIX is a help center for a variety of information, products, services, and tools that support the National Flood Insurance Program (NFIP)

Customer Support: FAQ

Click the FAQ link in the top right-hand corner of each page, a separate window will open containing Frequently Asked Questions

FAQ opens in a separate window, with information displayed categorically

The screenshot displays the FEMA Online LOMC website. The top navigation bar includes links for 'Contact', 'FAQ', and 'Help', with the 'FAQ' link circled in red. A red arrow points from the 'FAQ' link to a separate window titled 'Online LOMC – Frequently Asked Questions (FAQ)'. This window shows the 'General Letter of Map Change (LOMC) Information' section, which is categorized into three questions: 'What is the Online LOMC site?', 'What is a Letter of Map Change (LOMC)?', and 'Why would an applicant need to request a LOMC?'. Each question has a corresponding text block and a 'Back to Top' link. Below the FAQ window, the main content area shows a 'Sign In to Online LOMC' form with fields for 'Email Address' and 'Password', a 'Sign In' button, and a 'New User? Click here to Sign Up!' link. A warning disclaimer is visible at the bottom of the page, and a footer contains links for 'DHS', 'FEMA.gov', 'Privacy Policy', 'Accessibility', 'Site Help', and 'Contact Us'.

Customer Support: Help

Click the Help link in the top right-hand corner of each page to open a separate instructions window

Help opens in a separate window, with information organized by submission step

The screenshot displays the FEMA Online LOMC website. In the top right corner, the navigation menu includes 'Contact FMIX', 'FAQ', and 'Help', with the 'Help' link circled in red. A red arrow points from this 'Help' link to a separate window titled 'Online LOMC - Instructions'. This window contains the following content:

- Login Page**
- New Users**
 - First time users are required to click on the "Sign Up" link to register for an Online LOMC account.
 - NOTE: If you are signing in to the Online LOMC site for the first time, you will be directed to an [Account Activation](#) page to enter the [Activation Code](#) provided to you by email upon registering.
- Returning Users**
 - Returning users must enter the email address and password submitted upon registering for the Online LOMC application and click "Continue."
 - NOTE: If you are signing in to the Online LOMC site for the first time, you will be directed to an [Account Activation](#) page to enter the [Activation Code](#) provided to you by email upon registering.
- Forgot Password**
 - If you forgot your password, click the "Forgot Password" link in the web application. ([Click here for more information](#))

Below the instructions window, the main website content includes a section titled 'What is the Online LOMC site?' with a 'Read More' link, a 'Sign In' button, and a 'New User? Click here to Sign Up!' link. A warning disclaimer is also present at the bottom of the page.

Question Marks?

The screenshot shows the Online LOMC website interface. On the left, there are sections for 'New Application' and 'Customer Support'. In the 'New Application' section, there are two question mark icons: one next to the 'Show 10' dropdown and another next to the 'Create Amendment Application' link. In the 'Customer Support' section, there is a question mark icon next to the 'Call Us' button. A red arrow points from the question mark icon in the 'New Application' section to a browser window overlay. The browser window is titled 'Online LOMC - Help and Instructions - Mozilla Firefox' and shows the 'Online LOMC Home' page. The page content includes 'LOMC Home Page Instructions:' followed by a list of actions: 'Create a new Online LOMC web application, including an amendment request and/or revision request', 'View and track the progress of new or previous Online LOMC requests', 'Update your Online LOMC profile', 'Address questions regarding the Online LOMC process', and 'Contact the FEMA Risk MAP program should you have any additional questions or concerns.' Below this is a section titled 'Create an Application' with instructions: 'Depending on the LOMC request, click on "Create Amendment Application" or'.

- Click on any question mark symbol for more information
- Opens the Help instructions, jumping you to the right section

Password Reset

ONLINE LOMC

FEDERAL EMERGENCY MANAGEMENT AGENCY **FEMA**

Contact FMIX FAQ Help

Online Letter of Map Change

What is a Letter of Map Change (LOMC)?

A Letter of Map Change (LOMC) is a letter which reflects an official change to an effective Flood Insurance Rate Map (FIRM). LOMCS are issued in response to a request of FEMA to revise or amend its effective flood map to remove a property or reflect changed flooding conditions on the effective map.

[Read More](#)

What is the Online LOMC site?

The Online LOMC web application allows home owners or their designated representatives to easily request a Letter of Map Change (LOMC). Use this site if your property was inadvertently included in a flood zone, or if the addition of fill elevated your property so that it is above the flood zone.

[Read More](#)

Sign In to Online LOMC

Email Address

Password [\(Forgot Password?\)](#)

Sign In

[New User? Click here to Sign Up!](#)

All information is protected and encrypted from unauthorized disclosure 🔒

Warning Disclaimer: You are entering an Official United States Government System, which may be used only for authorized purposes. Individuals using this computer system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded by system personnel. If such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials.

Certain documents require a plug-in. To download plug-in for Adobe Acrobat Reader [click here](#) and/or Microsoft Word [click here](#).

[DHS](#) [FEMA.gov](#) [Privacy Policy](#) [Accessibility](#) [Site Help](#) [Contact Us](#)

If you forget your password, you may reset it by clicking 'Forgot Password'

Password Reset

ONLINE LOMC

FEMA

Contact FMIX FAQ Help

Online Letter of Map Change

Password Reset

Enter the email address you provided when creating your Online LOMC account and click "Continue".

Email Address

Continue Cancel

Adobe Acrobat Reader required to view certain documents. [Click here to download plug-ins](#)

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help Site Map Contact Us

- Enter the email address you used to register and click ‘Continue’
- If you don’t remember what email address you registered with, contact the FMIX for Customer Support

Password Reset

Online Letter of Map Change

Password Reset

Enter the email address you provided when creating your Online LOMC account and click "Continue".

Email Address

Continue Cancel

Adobe Acrobat Reader required to view certain documents. Click here

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help

Online Letter of Map Change

Password Reset

Provide the exact answer to the following challenge question you answered upon creating your Online LOMC account. Next, enter your new password into the "Change Password" field. Re-type your new password correctly in the "Confirm Password" field and click "Reset".

Note: You must enter password that is different from the last 6 passwords.

Challenge Question: What is your father middle name?

Answer

Change Password

Confirm Password

Reset Cancel

Adobe Acrobat Reader required to view certain documents. Click here to download plug-ins

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help Site Map Contact Us

Answer the Challenge Question exactly as you did when creating it

Password Reset Errors

- You must enter a password that is different from the previous 6 passwords used in the Online LOMC
- Password must be at least 8 characters long and have at least 1 number (0123456789) and 1 symbol (! <> @ # \$ % ^ & * () _ = + ~)

ONLINE LOMC

FEMA

Contact FMIX FAQ Help

Online Letter of Map Change

Password Reset

Please fix the following errors:

- The Answer you entered was invalid.

Provide the exact answer to the following challenge question you answered upon creating your Online LOMC account. Next, enter your new password into the "Change Password" field. Re-type your new password correctly in the "Confirm Password" field and click "Reset".

Note: You must enter password that is different from the last 6 passwords.

Challenge Question: What is the nickname of your sibling?

Answer: john

Change Password:

Confirm Password:

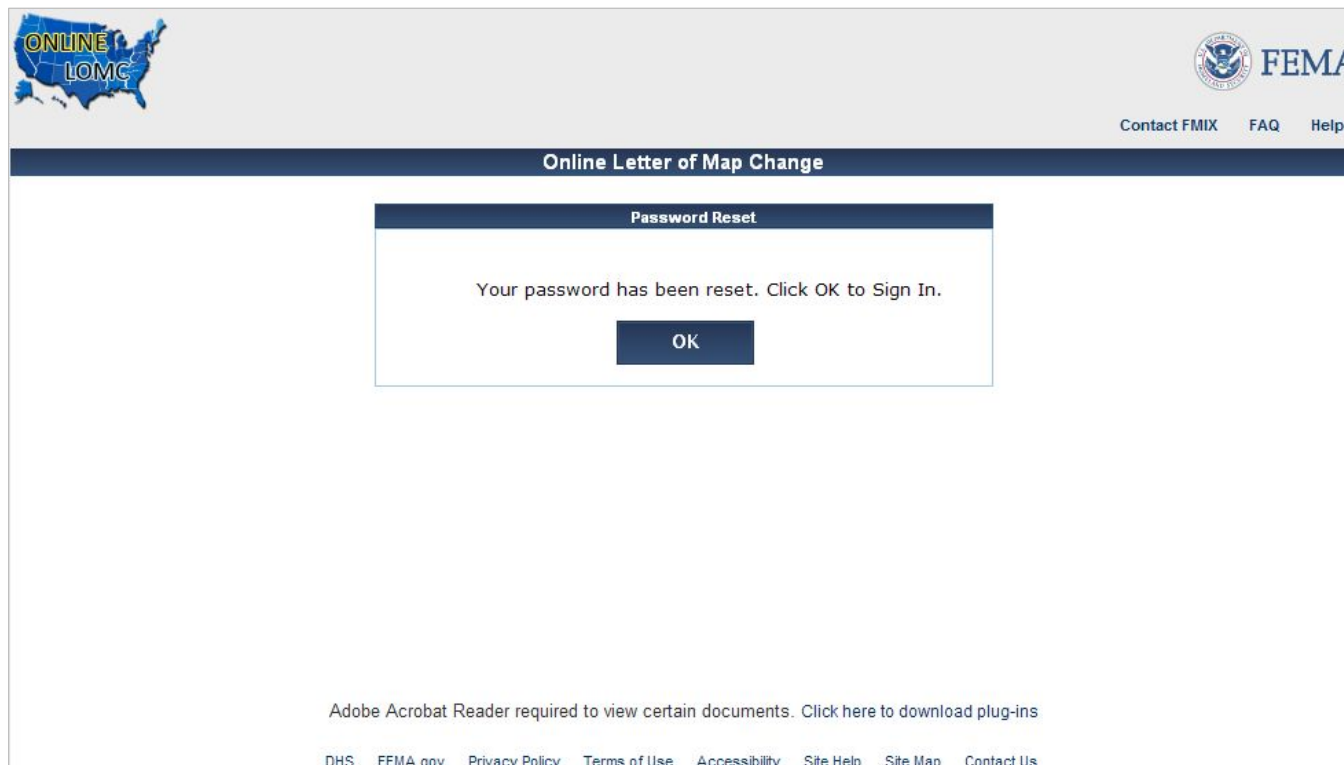
Reset Cancel

Adobe Acrobat Reader required to view certain documents. [Click here to download plug-ins](#)

DHS FEMA.gov Privacy Policy Terms of Use Accessibility Site Help Site Map Contact Us

Password Reset

Once you have registered a new password, return to the Log-in screen and sign in with your updated information



The screenshot displays the FEMA Online Letter of Map Change (LOMC) website. At the top left, there is a logo for "ONLINE LOMC" featuring a map of the United States. To the right of the logo is the FEMA logo and the text "FEMA". Below the logo and text are links for "Contact FMIX", "FAQ", and "Help". A dark blue horizontal bar contains the text "Online Letter of Map Change". In the center of the page, a white box with a dark blue header "Password Reset" contains the message "Your password has been reset. Click OK to Sign In." Below this message is a dark blue button labeled "OK". At the bottom of the page, there is a footer with the text "Adobe Acrobat Reader required to view certain documents. Click here to download plug-ins" and a row of links: "DHS", "FEMA.gov", "Privacy Policy", "Terms of Use", "Accessibility", "Site Help", "Site Map", and "Contact Us".

Resources

For more information on flood insurance, LOMCs, and the Online LOMC, please visit these additional resources:

- [Online LOMC fema.gov webpage](#)
- [Online LOMC FAQ](#)
- [Online LOMC Fact Sheet](#)
- [Amendments and Revisions webpage](#)
- [FloodSmart](#) – Official site of the National Flood Insurance Program