



FEMA

Online Letter of Map Change (LOMC) Tutorial- Amendments

June 2013

RiskMAP

Increasing Resilience Together



Welcome to the Online LOMC Tutorial for Amendments

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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
ESA Compliance Documentation	Contact the National Marine Fishery Service, U.S. Fish and Wildlife Service, State Wildlife Agency Office, or Independent Biologist

*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

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 has a blue header with the FEMA logo and navigation links for 'Contact FMIX', 'FAQ', and 'Help'. The main content area is divided into two columns. The left column contains two informational sections: 'What is a Letter of Map Change (LOMC)?' and 'What is the Online LOMC site?'. Both sections provide brief descriptions and include a 'Read More' link. The right column is a 'Sign In to Online LOMC' form with fields for 'Email Address' and 'Password', a 'Sign In' button, and a link for 'New User? Click here to Sign Up!'. A security notice at the bottom of the form states: 'All information is protected and encrypted from unauthorized disclosure'. At the bottom of the page, there is a warning disclaimer and a note about downloading a plug-in for Adobe Acrobat Reader or Microsoft Word.

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.

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New User Registration

New users must register before starting Online LOMC

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

Password Requirements

- Alphanumeric
- Minimum 8 characters in length
- At least one number (0123456789) and one special character from the following: ! @ # \$ % ^ & * () _ = + ~ < >

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".

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 Letter of Map Change

Sign Up

Please fix the following errors:

- Email Address is an invalid email address. Enter the Email Address in the proper format (e.g. BobSmith@yahoo.com).
- New Password is a required field.
- Confirm Password is a required field.
- Type the two words is a required field.

First Name: Thomas

Last Name: Jefferson

Email Address: thomas.jefferson@yaho

New Password: [Empty]

Confirm Password: [Empty]

Challenge Question #1: What city were you born in? Answer #1: Shadwell, VA

Challenge Question #2: What award are you proudest of? Answer #2: Author of Declaration o

Challenge Question #3: What is your favorite hobby or pastime? Answer #3: Writing

reCAPTCHA
Type the text: [Privacy & Terms](#)

Submit Cancel

Password Requirements

- Alphanumeric
- Minimum 8 characters in length
- At least one number (0123456789) and one special character from the following: ! @ # \$ % ^ & * () _ = + ~ < >

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".

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)

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](#)

New User Registration

Choose three security questions

ONLINE LCMC

Contact FEMA FAQ Help

Online Letter of Map Change

Sign Up

First Name:

Last Name:

Email Address:

New Password:

Confirm Password:

Challenge Question #1: Answer #1:

Challenge Question #2: Answer #2:

Challenge Question #3: Answer #3:

Password Requirements

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

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](#)

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Online Letter of Map Change

Sign Up

▲ Please fix the following errors:

- Email Address is an invalid email address. Enter the Email Address in the proper format (e.g. BobSmith@yahoo.com).
- New Password is a required field.
- Confirm Password is a required field.
- Type the two words is a required field.

First Name:

Last Name:

Email Address:

New Password:

Confirm Password:

Challenge Question #1: Answer #1:

Challenge Question #2: Answer #2:

Challenge Question #3: Answer #3:

rythem believed

Type the text

Privacy & Terms

Submit Cancel

Password Requirements

- Alphanumeric
- Minimum 8 characters in length
- At least one number (0123456789) and one special character from the following: ! @ # \$ % ^ & * () _ = + ~ < >

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".

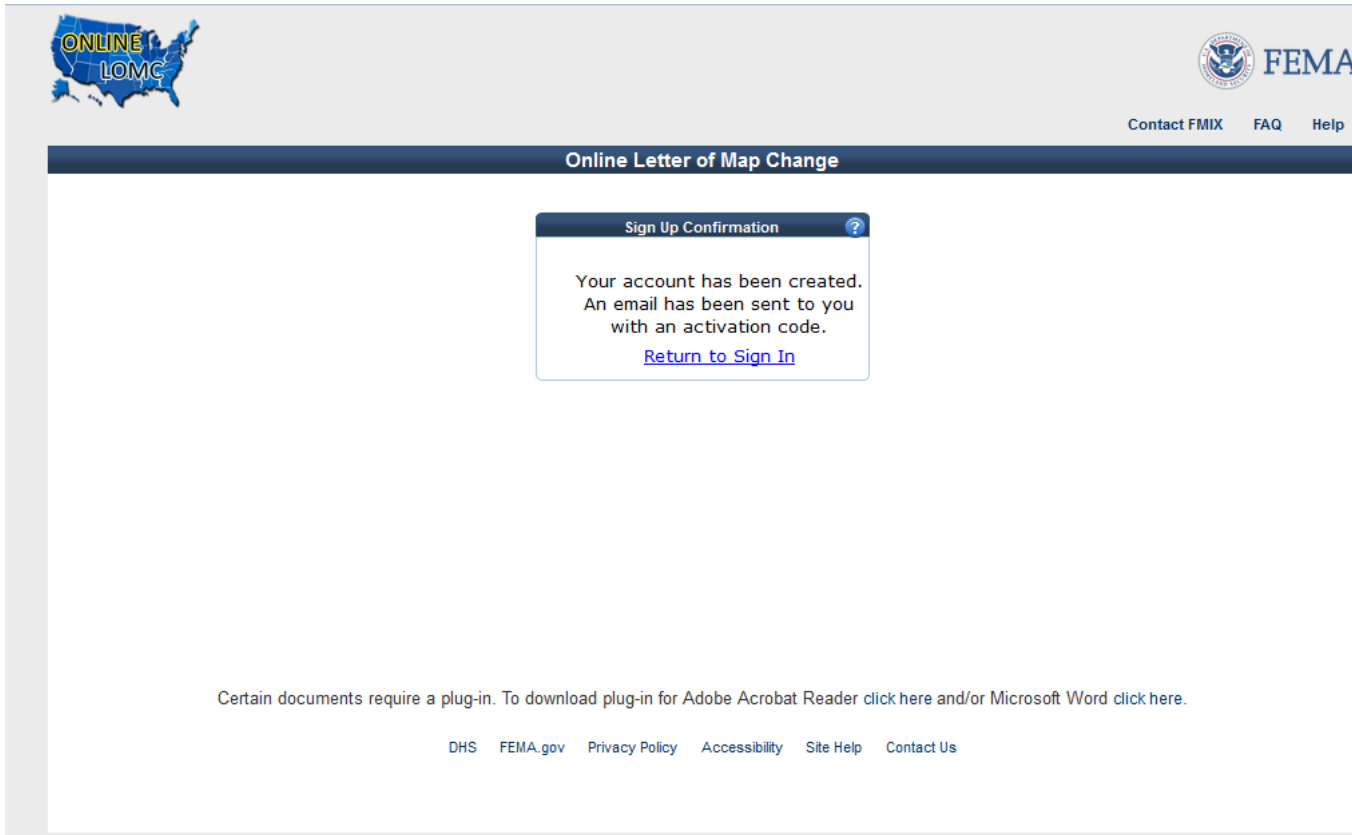
Certain documents require a plug-in. To download plug-in for Adobe Acrobat Reader click [here](#) and/or Microsoft Word click [here](#).

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

Activation Code

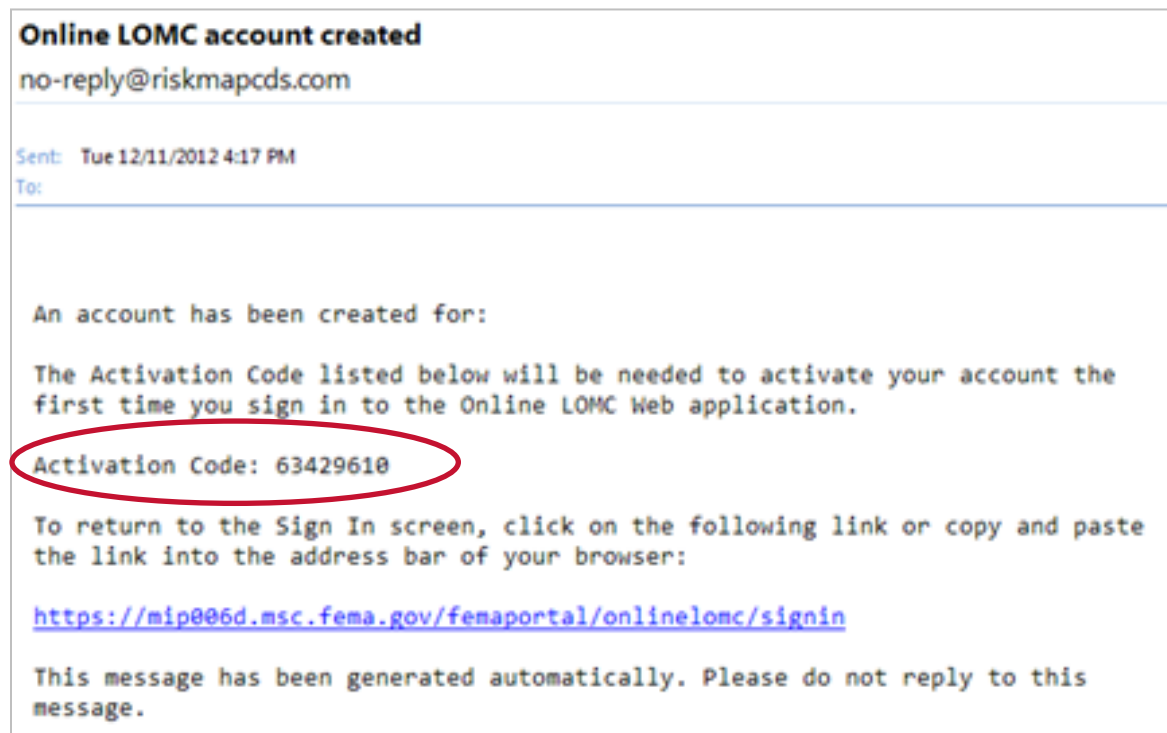
After you create an account, the system will send you an email with an access code



The screenshot displays the FEMA Online Letter of Map Change (LOMC) website. In the top left corner, there is a logo for "ONLINE LOMC" featuring a map of the United States. In the top right corner, the FEMA logo is visible, along with navigation links for "Contact FMIX", "FAQ", and "Help". A dark blue header bar contains the text "Online Letter of Map Change". The main content area features a white box with a dark blue header that reads "Sign Up Confirmation" and a question mark icon. The text inside the box states: "Your account has been created. An email has been sent to you with an activation code." Below this text is a blue hyperlink labeled "Return to Sign In". At the bottom of the page, there is a footer with the text: "Certain documents require a plug-in. To download plug-in for Adobe Acrobat Reader [click here](#) and/or Microsoft Word [click here](#)." Below this footer is a row of links: "DHS", "FEMA.gov", "Privacy Policy", "Accessibility", "Site Help", and "Contact Us".

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



Enter the Activation Code

Enter your Activation Code, then click 'Activate Code'

- 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

The screenshot displays the FEMA Online Letter of Map Change (LOMC) website. At the top, a dark blue header reads "Online Letter of Map Change". Below this, a white modal window titled "Sign In to Online LOMC" is centered. 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 line connects the "Activate Code" button in the modal to a red box at the top of the slide containing the instruction "Enter your Activation Code, then click 'Activate Code'".

Below the modal, there is a link: "Certain documents require a plug-in. To download plug-in for Adobe Acrobat Reader click here and/or Microsoft Word click here." and a footer with links: "DHS", "FEMA.gov", "Privacy Policy", "Accessibility", "Site Help", "Contact Us".

At the bottom of the screenshot, there is a section titled "What is the Online LOMC site?". It contains the text: "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." and a link "Read More".

On the right side of the screenshot, there is a login form with the FEMA logo at the top. The form includes the following fields and elements: "Email Address" (with the value "lindsayelizabeth.mackey@gma"), "Password" (with a "Forgot Password?" link), a "Sign In" button (with a red arrow pointing to it), and a "New User? Click here to Sign Up!" link. At the bottom of the login form, there is a security notice: "All information is protected and encrypted from unauthorized disclosure" with a lock icon.

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](#).

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Customer Support Options

Application Status Page

Main page after log-in

Online Letter of Map Change

New Application ?

- [Create Amendment Application](#)
- [Create Revision Application](#)
- [Not sure?](#)

Customer Support ?

- Call Us 1-877-FEMA MAP
- E-Mail Us
- Chat Closed
- [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

Select the 'Not sure?' link if you are not sure what type of application to select

Start an Amendment or Revision application from this page

Application Status Page: Customer Support

'E-mail Us' button:

FEMAMapSpecialist@riskmapcds.com

The screenshot shows the 'Customer Support' section of the FEMA application status page. It features three buttons: 'Call Us' with the phone number 1-877-FEMA MAP, 'E-Mail Us' with an email icon, and 'Chat Closed' with a chat icon. The 'E-Mail Us' button is highlighted with a red box and a callout pointing to the email address in the text above.

FMIX Live Chat support
will pop up in a new
window

The screenshot shows the FEMA Map Information eXchange (FMIX) form. The form includes fields for First Name, Last Name, City, State (set to AK), Email (Optional), How did you learn about Live Chat (Optional), and Subject. A 'Chat Now' button is visible below the form. The form also includes a privacy policy link: <http://www.fema.gov/help/privacy.shtm>.

Start a New Application

Online Letter of Map Change

New Application

- [Create Amendment Application](#)
- [Create Revision Application](#)
- [Not sure?](#)

Customer Support

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

Showing 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

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, Lindsay Mackey LOMC Home Contact FMIX FAQ Help Comments Sign Out

Online Letter of Map Change

LOMC Application

Application ID: None (Generated upon save) Amendment 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

*What are the dates of construction?

*Lot Type:

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

Cancel Save Save And Close Continue

'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 Letter of Map Change

LOMC Application

Application ID: None (Generated upon save) **Amendment** 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 *What are the dates of construction?

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

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

Community Information

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** 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, District or Territory

* County

* Community

Add Community

Previous Save Save And Close Continue

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

- 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 Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** 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, District or Territory

* County

* Community

State, District or Territory	County	Community	CID	Action
VA	Virginia Beach City	VIRGINIA BEACH, CITY OF	515531	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

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 Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** 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

Address 2

* City

* State, District or Territory

* ZIP Code

***Legal Description of Property**

Lot

Block/Section

Subdivision

Property Description

Add Property

Previous Save Save And Close Continue

Fill Information

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 **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 ground to or above the Base Flood Elevation (BFE). The common construction practice of removing unsuitable existing material (topsoil) and backfilling with select structural material is not considered the placement of fill if the practice does not alter the existing (natural grade) elevation, which is at or above the BFE. Fill that is placed before the date of the first National Flood Insurance Program (NFIP) map showing the area in a Special Flood Hazard Area (SFHA) is considered natural grade.

Base Flood Elevation Details

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

Yes No

*When was fill placed?

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

Yes No

*When will fill be placed?

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

Online Letter of Map Change

LOMC Application

Application ID: 37189039309

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

Depending on the requester's selection when starting the amendment request, the project type should already be selected

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

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

Applicant Information

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 Amendment All (*) indicate a required field.

Applicant Information (Page 7 of 11)

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.

Applicant Name

*Applicant Title

*First Name

*Last Name

Mailing Address

*Address 1

Address 2

*City

*State, District or Territory

*ZIP Code

Contact Information

Email Address

Company

*Phone (ex.: 555-555-5555)

Fax (ex.: 555-555-5555)

Previous Save Save And Close Continue

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 Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** 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
123 Main St. Virginia Beach, VA 23451	Lot: xxx Block/Section: 12 Subdivision: 7 Property Description: Condo

Legal Description of Property

Requesting that a flood zone determination be completed for: Structures on your property

Date of Construction: 09/2013

Lot Type: Single structure

Number of structures:

Additional Forms

Access the
Elevation Form
here

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** All (*) indicate a required field.

Additional Form(s) (Page 9 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

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** All (*) indicate a required field.

Supporting Documents and Upload (Page 10 of 11)

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.

***Supporting Documents**

- 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)
- Additional Supporting Data

***Upload Supporting Documents**

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/fhm/dl_mt-1.shm

Click "Upload" to add supporting documents.

Is your physical document too large to scan? (e.g. oversized map) [Click here](#)

Upload

Previous Save Save And Close Continue

Supporting Documents and Upload

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** All (*) indicate a required field.

Supporting Documents and Upload (Page 10 of 11)

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.

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.

***Supporting Documents**

- 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)
- Additional Supporting Data

***Upload Supporting Documents**

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/fhm/dl_mt-1.shtm

Click "Upload" to add supporting documents.

Is your physical document too large to scan? (e.g. oversized map) [Click here](#)

Upload

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

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

Upload Supporting Documents

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** All (*) indicate a required field.

Supporting Documents and Upload (Page 10 of 11)

▲ 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.

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.

* Supporting Documents

Online Letter of Map Change

LOMC Application

Application ID: 37204944651 **Amendment** All (*) indicate a required field.

Upload Supporting Documents (Page 10 of 11)

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

*Select file to upload: No file selected.

*Description

Click "Upload" to add supporting documents.
Is your physical document too large to scan? (e.g. oversized map) [Click here](#)

- 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

Upload Supporting Documents

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 **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 upload/save your supporting document(s). Repeat the steps to add/upload additional documents. To delete or review a list of your uploads, click "Back to Supporting Documents" to navigate to the previous page.

*Select file to upload: No file selected.

*Description

Files Uploaded

File Name	Description	Date Uploaded
Additional_Data.docx	Additional Supporting Data	09/13/2013 2:20:43 PM

After uploading documents, select 'Back to Supporting Documents' to continue

Certify

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

Online Letter of Map Change

LOMC Application

Application ID: 37189039309 **Amendment** 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, Lindsay Mackey, certify that I have provided truthful information. I acknowledge that the status of my application may be viewed on the Online LOMC home page and I understand that I will need to check the email that I provided for future FEMA correspondence.

Signature Date: 09/13/2013

Previous Save Save And Close Submit Application

Use the **Online LOMC Homepage** to check the status of your application, as well as your email for FEMA correspondence

Selecting 'Submit Application' will officially submit your LOMC request to FEMA

Making a Payment

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:

*Credit Card Number:

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

*First Name:

*Last Name:

*Billing Address 1:

Billing Address 2:

*City:

*State, District or Territory:

*ZIP Code:

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

Previous

Payment Confirmation

Payment Confirmation

LOMC Application

Application Id: R33261743574 **Revision** 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: \$7150.00

Payment Details

First Name:	Risk
Last Name:	MAP
Card Type:	American Express
Credit Card Number:	*****0005
Expiration Date:	2016-06
Billing Address:	12345 Main street
Billing Address 2:	
City:	Fairfax
State, District or Territory:	VA
ZIP Code:	00001

Click the 'Make Payment' button to begin the payment approval process

[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

The screenshot shows an Outlook email from no-reply@riskmapcds.com dated Thu 6/6/2013 12:41 PM. The email subject is "Amendment Project is Created with Project Number = 13-04-0189A". The body of the email contains the following text:

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 Pickett Street, Alexandria, VA 22304-04605, Attn: LOMA Manager.

Below the email is a confirmation message from FEMA: "Case Number 13-03-0116A successfully created. You will receive a confirmation e-mail shortly regarding your case creation. Please be sure to login to Online LOMC with your registered e-mail address and check periodically for status updates on this case." An "OK" button is visible at the bottom right of the confirmation message.

Application Status Page

Online Letter of Map Change

New Application

- [Create Amendment Application](#)
- [Create Revision Application](#)
- [Not sure?](#)

Customer Support

- [Call Us 1-877-FEMA MAP](#)
- [E-Mail Us](#)
- [Chat Closed](#)
- [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	Upload
35503692379	23 Pine Crown Court	13-04-0189A	06/06/2013	COMPLETE	Pay

Showing 1 to 4 of 4 entries

To continue or review a LOMC request, click the Application ID link

Application will be listed in this table ONLY if started or submitted via Online LOMC. Paper MT-2 submissions will not display




Application Status Page: Status Column

Online Letter of Map Change

New Application ?

- [Create Amendment Application](#)
- [Create Revision Application](#)
- [Not sure?](#)

Customer Support ?

- 
- 
- 
- [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	Upload
35503692379	23 Pine Crown Court	13-04-0189A	06/06/2013	COMPLETE	Pay

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 Microsoft Word [click here](#).

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

'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: Action Column

Online Letter of Map Change

New Application ?

- [Create Amendment Application](#)
- [Create Revision Application](#)
- [Not sure?](#)

Customer Support ?

- Call Us 1-877-FEMA MAP
- E-Mail Us
- Chat Closed
- [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 Detail

Showing 1 to 4 of 4 entries

The Action column requires action on the part of the applicant

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

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Application Status Page: Action Types

Types of ‘Actions’ that may display:

- **Continue** – If you saved an Online LOMC application without submitting it, you may go back in and continue to complete the application.
- **Delete** – You may delete an incomplete application prior to submitting it. Deleting will remove the application from Online LOMC.
- **Upload/Pay** – If additional data, documentation, and fees are required to complete the Online LOMC application, “Upload and Pay” will be displayed. You will also be notified by Email that additional action is required.
- **Pay** – If an additional fee is required to complete the application, “Pay” will be displayed. You will also be notified by Email.
- **Upload** – If additional information is required to complete the application, “Upload” will be displayed. You will also be notified by Email.
- **View Detail** – For all Online LOMC applications that have been submitted and adjudicated by FEMA, you can view a summary of the results and the Letter of Final Determination.
- For any of these actions, click the link to complete the action.

Application ID on Status Page

ONLINE LOMC

Welcome, Lindsay Mackey LOMC Home Update Profile Contact FMIX FAQ Help

Online Letter of Map Change

New Application

- Create Amendment Application
- Create Revision Application
- Not sure?

Customer Support

- Call Us 1-877-FEMA MAP
- E-Mail Us
- Chat Closed

Show 10 entries

Application ID	Property Description /Project Identifier
R37157209538	123 Main St. LOMR Application
R37173146258	5678 Mayberry Rd
37189039309	123 Main St.

Showing 1 to 3 of 3 entries

LOMC Application

Application ID: 37189039309 Amendment All (*) indicate a required field.

Summary of Supporting Documents

Please use the back button on your browser or select the 'Close' button at the bottom of this screen to return to the Online LOMC home page.

General Information

LOMC Type	FEMA Case Number	Projected Due Date/Completion Date	Date Submitted	Information Submitted
LOMA	13-03-0384A	11/12/2013	09/13/2013	View Details

Community Information

Community ID	Community Name	County Name	State	Region
515531	VIRGINIA BEACH, CITY OF	Virginia Beach City	VA	3

Documentation

File Name	Description	Date Uploaded
Additional_Data.docx	Additional Supporting Data	09/13/2013 2:20:43 PM

Showing 1 to 1 of 1 entries

Close

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

Action Type: Upload

Selecting 'Upload' from the Application Status Page displays this screen where you may upload additional documents

Select the 'Upload' button to upload additional documents FEMA has requested

Online Letter of Map Change

LOMC Application

Application ID: 24739376921 **Amendment** All (*) indicate a required field.

Summary of Supporting Documents

Please upload all requested supporting documents by clicking 'Upload' in the Documentation section below. When you are finished, you must click 'Submit Documentation' at the bottom of this page in order to transfer your digital documents successfully. Failure to do so will result in an unsuccessful submission of required supporting documents.

General Information

LOMC Type	FEMA Case Number	Projected Due Date/Completion Date	Date Submitted	Information Submitted
LOMR-F	13-03-0296A	11/03/2013	09/04/2013	View Details

Community Information

Community ID	Community Name	County Name	State	Region
515525	FAIRFAX COUNTY *	Fairfax County	VA	3

Documentation

File Name	Description	
mappanelid.gif	Map Panel ID	09/04/2013

Showing 1 to 1 of 1 entries

*** Note: You must click the 'Submit Documentation' button after uploading all requested supporting documents to continue processing your request.**

Select 'Submit Documentation' when upload is complete

Action Type: Upload/Pay

- Selecting 'Upload/Pay' from the Application Status Page displays this screen where you may upload additional documents and pay
- The order you upload and pay does not matter

The screenshot displays the FEMA LOMC (Letter of Map Change) application interface. At the top, there is a navigation bar with the FEMA logo and the text 'FEMA'. Below this, a dark blue banner reads 'Online Letter of Map Change'. The main content area is titled 'LOMC Application' and shows 'Application Id: R33261743574' and 'Revision'. A note indicates that red asterisks indicate required fields. A section titled 'Summary of Supporting Documents' contains a blue box with instructions: 'Please upload all requested supporting documents by clicking 'Upload' in the Documentation section below. When you are finished, you must click 'Submit Documentation' at the bottom of this page in order to transfer your digital documents successfully. Failure to do so will result in an unsuccessful submission of required supporting documents. Additional Payment is also required, click Pay to submit your payment.'

The 'General Information' section contains a table with the following data:

LOMC Type	FEMA Case Number	Projected Due Date/Completion Date	Date Submitted	Information Submitted
LOMR-F	13-03-0296A	11/03/2013	09/04/2013	View Details

The 'Community Information' section contains a table with the following data:

Community ID	Community Name	County Name	State	Region
515525	FAIRFAX COUNTY *	Fairfax County	VA	3

The 'Documentation' section contains a table with the following data:

File Name	Description
mappanelid.gif	Map Panel ID

Below the documentation table, it says 'Showing 1 to 1 of 1 entries' and there is an 'Upload' button. A red box highlights the 'Pay' button and the text 'Applicant must also select the 'Pay' button to process the application'. At the bottom, there is a note: '*Note: You must click the 'Submit Documentation' button after uploading all requested supporting documents to continue processing your request.' and three buttons: 'Submit Documentation', 'Pay', and 'Close'.

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

ONLINE LOMC

Welcome, Lindsay Mackey LOMC Home Update Profile Contact Us

Online Letter of Map Change

New Application

- Create Amendment Application
- Create Revision Application
- Not sure?

Customer Support

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

Showing 1 to 3 of 3 entries

Application ID	Property Description /Project Identifier	FEMA Case Number	FEMA Case Created Date
R37157209538	123 Main St. LOMR Application		
R37173146258	5678 Mayberry Rd		
37189039309	123 Main St.	13-03-0384A	09/13/2013

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

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Online Letter of Map Change

Update Profile

Password Requirements

- Alphanumeric
- Minimum 8 characters in length
- At least one number (0123456789) and one special character from the following: ! @ # \$ % ^ & * () _ = + ~ < >
- Must be different from the last 6 passwords

Account Information

First Name Lindsay

Last Name Mackey

New Password

Confirm Password

Email Address

Challenge Questions

Challenge Question #1 Answer #1

What city were you born in? *****

Challenge Question #2 Answer #2

What is your astrological sign? *****

Challenge Question #3 Answer #3

What is your favorite game or sport? *****

Cancel

Update Profile

Customer Support: Three Options

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](#).

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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 main navigation and a sidebar menu. The sidebar menu 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 is titled "FEMA Map Information eXchange (FMIX)" and contains information about live chat services, contact specialists, and hours of operation.

National Flood Insurance Program	FEMA Map Information eXchange (FMIX)
Flood Insurance	New Live Chat Service
Floodplain Management	FEMA Map Information eXchange (FMIX) Map Specialists are available for online chat; Monday through Friday, 9:00 am to 5:00 pm Eastern Standard Time (Eastern Daylight Time). When Live Chat is available select the button on the right to chat with a Map Specialist.
Flood Hazard Mapping	
User Groups	Contact a Map Specialist - FMAC + MSC = FMIX
Risk MAP	The Contact Centers of the Map Service Center (MSC) and the FEMA Map Assistance Center (FMAC) have been consolidated into the FEMA Map Information eXchange, or FMIX. The consolidation will increase efficiency as it will provide a one-stop shop for a variety of information, products, services, and tools that support the National Flood Insurance Program (NFIP). The toll-free number for the FMIX is the same as before, 1-877-FEMA MAP (1-877-336-2627) and should be used instead of the MSC number.
Cooperating Technical Partners	The FMIX, looks forward to helping you with any FEMA map related questions or orders. For more information or to contact a FEMA Map Specialist, please call 1-877-FEMA-MAP (1-877-336-2627) or e-mail FEMAMapSpecialist@riskmapcds.com .
Status of Map Change Requests	Hours of Operation
Forms, Documents and Software	The FMIX hours of operation are Monday through Friday, 8:00 am through 6:30 pm Eastern Standard Time (Eastern Daylight Time). Self-service options are available 24 hours a day, seven days a week.
Online Tutorials	
FAQs	

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

Three contact buttons are shown: "Call Us 1-877-FEMA MAP" (red), "E-Mail Us" (green), and "Chat With Us" (orange). Below the "Chat With Us" button is a small "Live chat by nGenera" indicator.

The screenshot shows the "Online Letter of Map Change" page. It features a "Sign In to Online LOMC" section with input fields for "Email Address" and "Password" (with a "Forgot Password?" link), and a "Sign In" button. Below the sign-in section is a "New User? Click here to Sign Up!" link. A security notice at the bottom states: "All information is protected and encrypted from unauthorized disclosure" with a lock icon. A red circle highlights the "Contact FMIX" link in the top right corner of the page.

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

The screenshot shows the FEMA website interface. In the top right corner, the navigation menu includes 'Contact', 'MIX', 'FAQ', and 'Help'. The 'FAQ' link is circled in red, with a red arrow pointing to a separate browser window. This window displays the 'Online LOMC - Frequently Asked Questions (FAQ)' page, which is titled 'General Letter of Map Change (LOMC) Information'. The page contains three sections: '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 section includes a brief explanation and a 'Back to Top' link. The browser window also shows a status bar at the bottom indicating 'Done, but with errors on page.' and 'Internet' connectivity.

FAQ opens in a separate window, with information displayed categorically

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



Online LOMC – Help and Instructions Amendments and Revisions

The screenshot shows the FEMA Online LOMC website. At the top right, the 'Help' link is circled in red. A red arrow points from the text 'Click the Help link...' to this link. Another red arrow points from the text 'Help opens in a separate window...' to a separate window titled 'Login Page' that is overlaid on the main page content. The 'Login Page' window contains the following text:

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 a 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 application and click "Continue."

Forgot Password

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](#)

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](#).

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Question Marks?

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

Create an Application

Not sure of the type of LOMC you want to submit? Use the table below to determine what type of application you should complete.

Table: Which Application Should I Choose?

Description	Amendment Application	Revision Application
Typically for Who?	Homeowners, Property owners, Financial Lenders, Community Developers and Officials	Engineers, Surveyors, Community Developers and Officials
What Does the Application Entail?	Pertains to a small area of high ground (a property or structure) located within a Special Flood Hazard Area (SFHA)	Involves requesting revisions to effective Flood Insurance Study (FIS) reports, Flood Insurance Rate Maps (FIRMs), or Flood Boundary and Floodway Maps (FBFMs)
	<ul style="list-style-type: none">• Letter of Map Amendment (LOMA) – A letter from DHS-FEMA stating that an existing structure or parcel of land	<ul style="list-style-type: none">• Letter of Map Revision (LOMR) – A letter from FEMA officially revising the current FIRM to show the changes to floodplains, regulatory floodway or flood elevations. LOMRs are generally

Showing 1 to 2 of 2 entries

Password Reset



[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

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

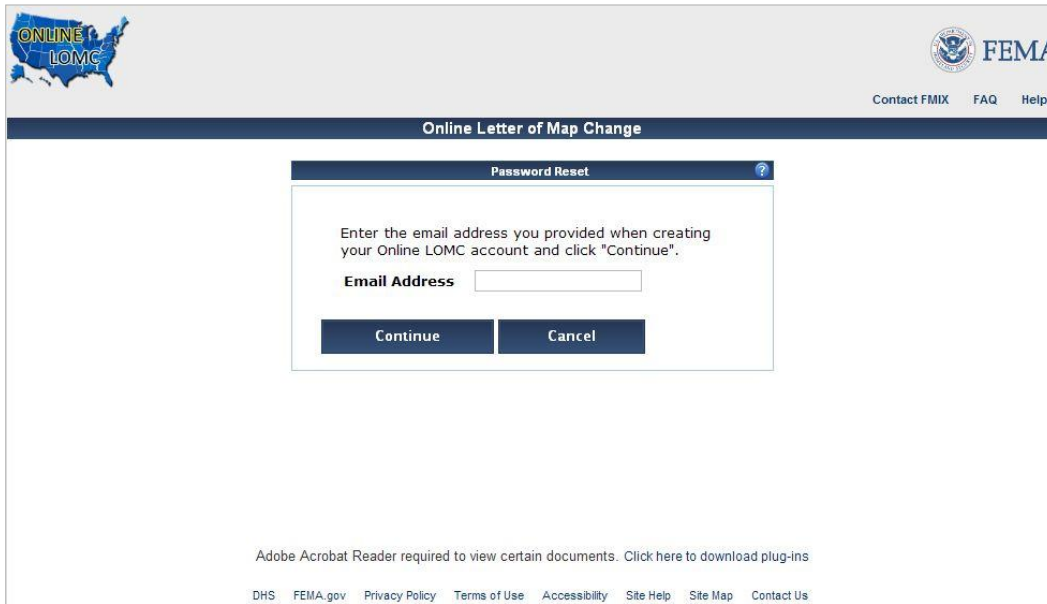
Warning Disclaimer: You are entering an Official United States Government System, which may be used only for authorized purposes. Individuals using this computer system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded 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.

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Password Reset



The screenshot shows the FEMA Online Letter of Map Change (LOMC) website. At the top left is the 'ONLINE LOMC' logo with a map of the United States. At the top right is the FEMA logo and navigation links for 'Contact FMIX', 'FAQ', and 'Help'. Below the header is a dark blue bar with the text 'Online Letter of Map Change'. The main content area features a 'Password Reset' dialog box with a question mark icon in the top right corner. The dialog box contains the following text: 'Enter the email address you provided when creating your Online LOMC account and click "Continue".' Below this text is a label 'Email Address' followed by an empty text input field. At the bottom of the dialog box are two buttons: 'Continue' and 'Cancel'. 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'.

- 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 LOMC

FEDERAL EMERGENCY MANAGEMENT AGENCY 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](#)

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ONLINE LOMC

FEDERAL EMERGENCY MANAGEMENT AGENCY FEMA

Contact FMIX FAQ 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

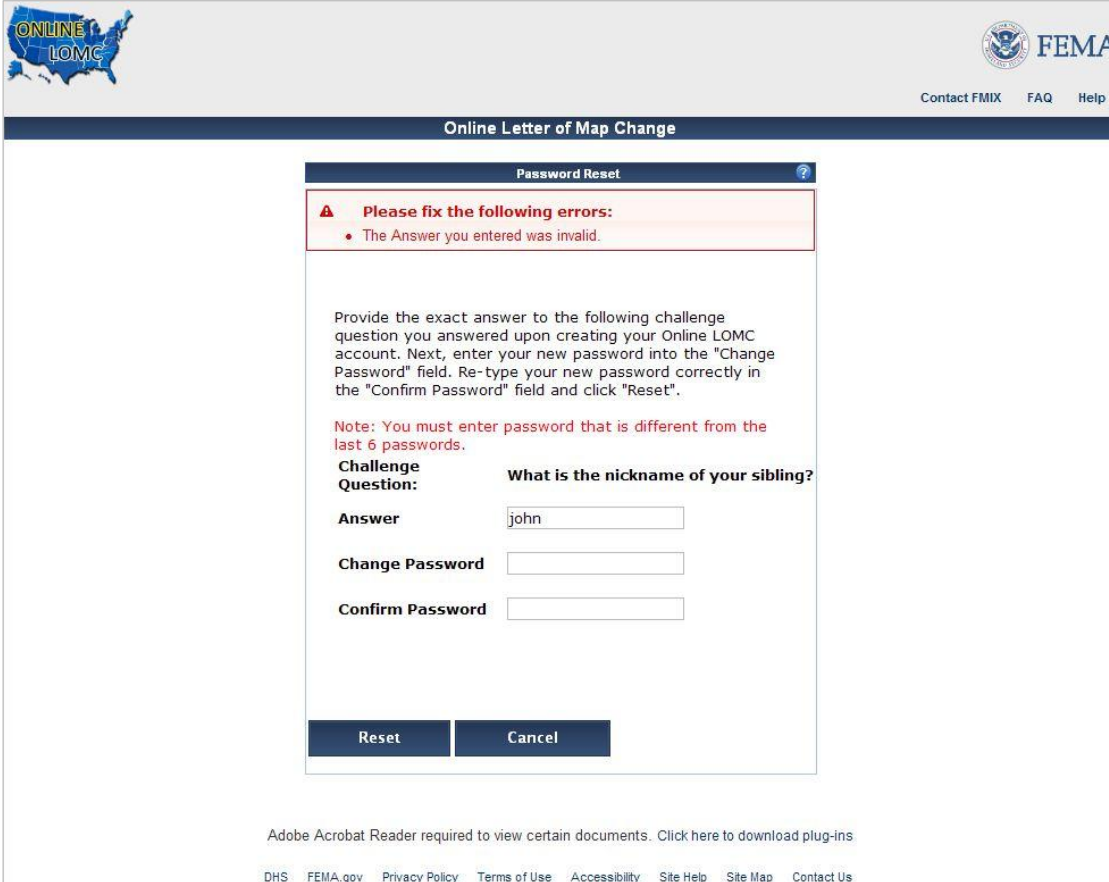
Adobe Acrobat Reader required to view certain documents. [Click here to download plug-ins](#)

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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:

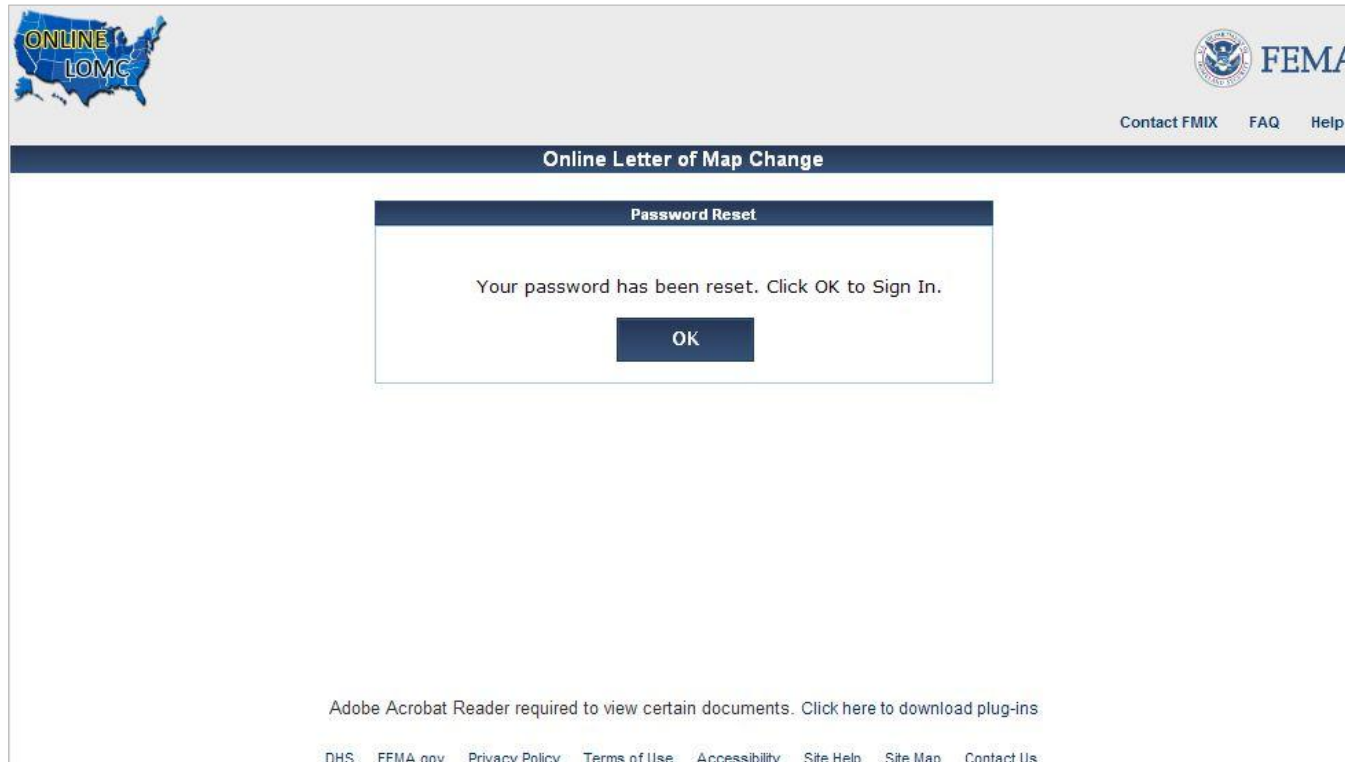
Reset Cancel

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

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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. The page features a header with the 'ONLINE LOMC' logo on the left and the FEMA logo on the right, along with navigation links for 'Contact FMIX', 'FAQ', and 'Help'. A dark blue banner across the top of the main content area reads 'Online Letter of Map Change'. Centered on the page is a white box with a dark blue header that says 'Password Reset'. Below this header, the text reads 'Your password has been reset. Click OK to Sign In.' and there 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:

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