Agency Support Hotline & 24-Hour Services - 877.222.4586

**Independent Agents Dedicated Customer Service Line**
Option 1, then Option 1
M-F: 7:00 am to 8:00 pm CST
Sat: 8:00 am to 4:00 pm CST

**24/7 Automated Customer Service and Billing**
Option 1, then Option 2

**24/7 Claims Reporting**
Option 1, then Option 3

**Important Email Addresses**

- **Agency Support**
  IA_Marketing@thegeneral.com
- **Licensing**
  licensing@thegeneral.com
- **Underwriting**
  underwriting@thegeneral.com
- **Customer Support**
  customersupport@thegeneral.com
- **Claim Support**
  CSupport@thegeneral.com
- **Agency Technical Support - Website and Rating Software**
  SupportDesk@thegeneral.com

**Inside Sales Representatives** | 877.222.4586 ext. 8903
Kimberly Miller | ext. 1503 | kimberlymiller@thegeneral.com
Chelsea Mabry | ext. 1923 | cmabry@thegeneral.com
Cheri Prince | ext. 1681 | cprince@thegeneral.com

- **Licensing / Marketing** | Option 1, then Option 4
  
- **IA Sales Manager**
  Christian Smith
  ChristianSmith@thegeneral.com
  615-587-9322

- **IA CO Agency Sales Representative**
  Adam Sater
  asater@thegeneral.com
  970-732-0311

- **IA TN Agency Sales Representative**
  Michele Madson
  mmadson@thegeneral.com
  615-651-5378

**Fax Numbers**

- **Underwriting**
  New Business with Coversheet
  800.524.9373

  New Business without Coversheet and all other UW Docs
  800.467.8767

- **Licensing**
  615.744.1972

- **Claims**
  800.544.9021

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