



The General® - National Brand.....**Local Agents**

2636 Elm Hill Pike  
Nashville .TN.37214  
[www.thegeneral.com/mars](http://www.thegeneral.com/mars)

## 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

### Commissions

Option 1, then Option 5

### Licensing

Option 1, then Option 5

### Agency Technical Support

Ext. 1499

## 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