



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

2636 Elm Hill Pike
Nashville .TN.37214
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 4

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

Sales Contacts

Inside Sales Representatives | 877.222.4586 ext. 8903

Amy Bowen | ext. 8547 | abowen@thegeneral.com
Angela Grace | ext. 4594 | agrace@thegeneral.com
Benjamin Rainey | ext. 4512 | brainey@thegeneral.com
Casey Heitkamp | ext. 2026 | cheitkamp@thegeneral.com

Partner Sales Manager

Hilda Guerrero
HGuerrero@thegeneral.com
615-487-6767

Licensing / Marketing | Option 1, then Option 4

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