

Insurance Agency Customer Care Knowledge Base

Q: How do I file a claim?

A: Call our claims line or submit through the portal. Keep photos and receipts.

Q: What is a deductible?

A: The amount you pay out of pocket before insurance starts paying.

Q: How do I add a driver to my auto policy?

A: Provide name, DOB, license number, and effective date. We'll send a quote.

Q: What documents do you need for a new policy?

A: ID proof, address proof, vehicle or home details, and prior insurance history.