



Important Phone Numbers

CSG Transfer Back DO NOT GIVE THIS # TRANSFERS ONLY	internal	(877) 327-6681 Option 1 , Policy Holder Questions Option 2 , Billing Questions Option 3 , Farmers Agent	Warm Transfer for additional assistance Option 1 answered by Consumer Solutions. Option 2 answered by the Billing Department. Option 3 answered by Agent Support Center (ASC) Technical Helpdesk.
Interpreter Line	internal	(800)-724-4704 pin# 3018	24 hours a day
Consumer Solutions	external	(888) 327-6335	Policy issues, coverage, payments, etc. Mon-Fri 7:30a-10p Sat-Sun 9:30a-6p, CST
Claims	external	(800) 435-7764	24 hours a day
Claims Check Cashing	external	(800) 704-8355	Monday – Friday 6:00am to 4:30pm MST
Commercial	external	(877) 411-4249	Commercial policies usually start with a 6 but not always.
Commercial	internal	(800) 244-2487	They are listed under Commercial / Customer View Screen.
Credit Collections Services	external	(800) 326-6400	If customer calls in to pay the collection notice refer to this #
Credit Collections Services	internal	(800) 726-7600	NO TRANSFERS. Provide ID number FEP200
Earthquake (California)	external	(877) 797-4300	CEA – California Earthquake only M-F 6:00 – 4:30 MST. Refer customer to their Agent to make Earthquake payments.
Employee Verification	external	(800) 367-5690	For Farmers employee verification
FACT policies	external	(888) 685-5740	Policies in MO, MI, PA, OH, GA and CA
Farmers Hawaii	external	800-272-5208 877-533-2444	Mon-Fri 7:30a-8p, Sat 10a-8p, Sun 10a-6p (5 hours behind CST) farmershawaii.com
FarmTow – (Roadside Assist)	external	(800) 327-6869	800FARMTOW - FarmTow is Farmers Roadside Assistance
FIGFCU	external	(800) 877-2345	Farmers Insurance Group Federal Credit Union
Flood	external	(888) 391-2810	Flood questions
Identity Shield	external	(888) 285-1488	The Farmers Identity Shield provides coverage for losses due to identity theft as well as proactive identity mgmt svcs.
New York ID Cards	internal	(800) 597-2548 - Option 3	Transfer customer who is requesting a NY ID Card.
New World Life Policy	external	(877) 411-1344 - Option 3	Life policies questions
Seamless Service	external	(877) 327-6389	Seamless Service Department assists with the “East Coast Expansion” Agents. M-F 7am – 6pm (CDT)
Umbrella	external	(888) 327-6377 - Option 4	Umbrella policies questions
Western Union	external	888-239-2193	Credit Card Payments Only
Special Processing (FAX)	external	(208) 915-3531 fax	FOR MORTGAGEE INFO NOT FOUND IN DATABASE FAX REQUESTS ONLY. NO CALLS OR TRANSFERS. 24 – 48 hour turnaround time

ASC (Agent Support Center)

Agency Services	external	(913) 564-6400	NO TRANSFERS. Give Caller the number. Accounts with a ‘ DISABLED ’, or ‘ ADMIN DISABLED ’ status CANNOT be reset. They will need to contact Agency Services. An agent can also be referred to Agency Services if they need their contact information updated (this does not include SSN updating).
Independent Agent Helpdesk	internal	(800) 597-2548 Option 2	Warm Transfer an Independent Agent. They cannot be reset by us. Instead refer to the Independent Helpdesk. Independent Agents sell insurance for other companies besides Farmers.

SR Information

Special Processing	internal	(208) 234-8100	TRANSFER CALLER FOR EMERGENCY SR FILING REQUESTS ONLY. DO NOT GIVE THIS #. All other requests should be emailed. bcc@farmersinsurance.com
Service Point or Agent calls requesting SR Filing or retransmit to State or DMV			(SPO handles and responds within the hour)

Other Divisions of Farmers

Bristol West	(888) 888-0080
21 st Century	(800) 241-1188
Foremost - Service Center	(800) 237-2060
Foremost Express	Internal Number (877) 618-2314 Transfers Only