



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 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

Agency Sales Representatives | 877.222.4586 ext. 8903

**Nicole Campbell** | ext. 2062 | [ecampbell@thegeneral.com](mailto:ecampbell@thegeneral.com)  
**Blakeleigh Mashburn** | ext. 1512 | [bmashburn@thegeneral.com](mailto:bmashburn@thegeneral.com)  
**Kim Miller** | ext. 1503 | [kimberlymiller@thegeneral.com](mailto:kimberlymiller@thegeneral.com)  
**Ashley Moss** | ext. 1654 | [amoss2@thegeneral.com](mailto:amoss2@thegeneral.com)  
**Lee Ann Parker** | ext. 1369 | [lparker@thegeneral.com](mailto:lparker@thegeneral.com)  
**Cheri Prince** | ext. 1681 | [cprince@thegeneral.com](mailto:cprince@thegeneral.com)  
**Amanda Steelman** | ext. 1574 | [asteelman@thegeneral.com](mailto:asteelman@thegeneral.com)  
**Sarah Walker** | ext. 4536 | [swalker2@thegeneral.com](mailto:swalker2@thegeneral.com)

#### Agency Development Specialists

**Tyler Conn (OH/PA)** | 330-312-7892 | [tconn@thegeneral.com](mailto:tconn@thegeneral.com)  
**David Pesi (FL)** | 407-459-6891 | [dpesi@thegeneral.com](mailto:dpesi@thegeneral.com)  
**Adam Sater (CO)** | 970-732-0311 | [asater@thegeneral.com](mailto:asater@thegeneral.com)

#### IA Sales Manager

**Christian Smith (TN)** | 615-587-9322 | [christian.smith@thegeneral.com](mailto:christian.smith@thegeneral.com)

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