



Texas Security General
INSURANCE AGENCY, INC.

800-714-6789

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San Antonio, TX 78258

www.texassecuritygeneral.com

www.facebook.com/texassecuritygeneral

Phone:

800-714-6789 (toll free)
210-764-1233 (local)

Fax:

800-714-7110 (toll free)
210-764-1266 (local)

Email Addresses:

Marketing: info@txsecgen.com

Accounting: accounting@txsecgen.com

TSG Premium Finance: premiumfinance@txsecgen.com

RESOURCE GUIDE - 2016
UNDERWRITER CONTACT INFORMATION & AVAILABLE PRODUCTS GUIDE

We know and understand that there can be a lot to remember from day to day. So to make things a little easier, use the spaces below to keep track of user names and passwords for the various TSGA on-line resources you use on a daily basis.

Agency Name: _____ **Agency Code:** _____

Portal/Website:

Username:

Password:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

www.texassecuritygeneral.com

ADMINISTRATION

Phone: 800-714-6789

Email: info@txsecgen.com

President:

Tom Contreras
800-714-6789
tom@txsecgen.com

Vice President:

Robert Wright, Ext. 7413
800-714-6789
robertw@txsecgen.com

Executive VP of Operations:

Leti Contreras, Ext. 7466
800-714-6789
leti@txsecgen.com

Agency Updates:

Donna Hooks, Ext. 7440
800-714-6789
donnah@txsecgen.com

Marketing Team:

Larry Thompson, West /Central TX Direct Line: 806-438-2741 larry@txsecgen.com	Steve Scholl, SE TX Direct Line: 713-882-2583 steves@txsecgen.com	Anne Watkins, North TX Direct Line: 817-689-1130 anne@txsecgen.com
Robert Salinas, South TX Direct Line: 210-324-7520 robert@txsecgen.com	Thomas Wright, Louisiana Direct Line: 337-258-1311 thomasw@txsecgen.com	

PERSONAL LINES

Phone: 800-714-6789/ Fax: 800-714-7110

Personal Lines Team Leader:

Ranise Maynard, Ext. 7469
ranise@txsecgen.com

Underwriters:

David Glenn, Ext. 7418
david@txsecgen.com

Erik Samora, Ext. 7473
erik@txsecgen.com

Matthew Carroll, Ext. 7498
matthew@txsecgen.com

Kendra Abercrombie, Ext. 7423
kendraa@txsecgen.com

Mobile Home Underwriter:

Stella Casarez, Ext. 7430
stellac@txsecgen.com

Claims:

Sheila Wilkins, Ext. 7472
sheila@txsecgen.com

Evelyn Longoria, Ext. 7404
evelyn@txsecgen.com

Carolyn Fey, Ext. 7446
carolynf@txsecgen.com

Renewal Associate:

Melissa Alderman, Ext. 7416
melissaa@txsecgen.com

Associates:

Linda Longoria, Ext. 7434
lindal@txsecgen.com

Martha Dennis, Ext. 7459
martha@txsecgen.com

Cindy Rodriguez, Ext. 7435
cindy@txsecgen.com

Jeryl Gates, Ext. 7429
jerylg@txsecgen.com

Jessica Uresti, Ext. 7424
jessicau@txsecgen.com

OUR "A" Rated Markets:

Scottsdale, Certain Underwriters at Lloyds, London, United National Ins. Co., AEG, Great Lakes UK(SE), GeoVera, Republic Vanguard, American Reliable, Ranchers & Farmers, USLI, Prime, Lexington, Beazley

WHAT WE CAN WRITE:

Homeowners
Dwelling Fire
Condo
Renters (HOB-T)
High Value
Tier 1 & Tier 2 Coverages
Rental Dwelling
Vacant Dwelling
Seasonal Dwelling
Mobile Homes
Coastal Mobile Homes incl. Wind
Flood
Comprehensive Personal Liability
Hard to Place Risks
Homeowners w/Light Commercial

Products:

- Homeowners A, A+, B, HO-3
- Dwelling Fire 1, 2, 3
- Mobile Home
- Flood
- HOB-T
- HOB-Con

PERSONAL LINES - ON-LINE QUOTING

Quick Reference Guide / Obtaining a Quote / Submission and Dec Page

1. Log in.
2. Click "Quote/App" on the black navigation bar to the right.
3. Choose: type of policy, state and click on "Quote" to begin a new quote.
4. Select the company. Enter the correct effective date.
5. Complete the insured's personal information, including the property risk address if different from the mailing address.
6. Click "Continue".
7. Fill out the rating information completely on screen 2.
8. Click "RATE" at the bottom of the page to get the premium for the risk. Note any validations which need to be addressed before the quote can be submitted.
9. Click "Continue" to complete the required underwriting questions on screen 3 - App Info.
10. Continue to the Status screen to review any missing information required for the quote, you will also be able to enter the down payment information here.
11. Submit for Underwriter review.

Once the policy has been approved, follow the steps below in order to view the dec page and also edit any information.

1. Click "Quote/App" on the black navigation bar to the right.
2. Utilize the search fields under "Retrieve a Saved Quote" or "Application", enter the Insured's last name or account number. Once in the policy, click on the Current Policy Period or [Dec] to view the declaration page.

If you would like to receive additional training on our system, TSGA is currently offering WEBINARS every Thursday at 3pm CST. If you would like to RSVP to one of these sessions, please email Emily at emily@txsecgen.com to receive your log in information. WEBINARS are also ARCHIVED for your convenience at www.texassecuritygeneral.com.

COMMERCIAL BINDING/BROKERAGE

Phone: 800-714-6789 / Fax: 800-714-7110

Binding/Contract:

Mende Trout, Ext. 7420

mende@txsecgen.com

Lacey Hamel, Ext. 7425

lacey@txsecgen.com

Umbrella/Excess:

Marie Suhey, Ext. 7445

maries@txsecgen.com

Brokerage:

Debbie Grimsley, Ext. 7411

debbie@txsecgen.com

Professional Products:

Paul Alexander, Ext. 7407

paul@txsecgen.com

Associates:

Ally Dehority, Ext. 7447

allyd@txsecgen.com

Pat Brown, Ext. 7438

patb@txsecgen.com

Veronica Pierce, Ext. 7443

veronicap@txsecgen.com

Stephanie Howard, Ext. 7432

stephanieh@txsecgen.com

WHAT WE CAN WRITE

Artisan Contractors
Bars/Taverns
Beauty Shops
Builder's Risk
Commercial Property
Convenience Stores
Day-Care Centers
Contractors
Dwelling Schedules
Emergency Care Services
Equipment Coverage
Equipment Rental
Exercise / Health Club
Farm & Ranch
General Contractors
General Liability
Habitational
Health Care

In-Home Business
Inland Marine
Lessors Risk
Light Manufacturing
Liquor Liability
Oil & Gas
CL - Personal Umbrella
Pest Control Services
Professional Liability (E&O)
Power Washers
Restaurants
Special Events
Vacant
Warehouses
Welding
1st/2nd Tier Wind
...And much more!

Instant Phone Quotes 855-769-7807

8:00am to 7:00pm CST, Monday - Friday

8:00am to 12 noon CST, Saturday

Submit new business quotes to: quotes@txsecgen.com

COMMERCIAL LINES - ON-LINE RATING

Quick Reference Guide

1. Click on Commercial On-line Rater from the TSGA homepage (www.texassecuritygeneral.com).
2. Enter login information including agency code.
 - a. If you do not have your login information or are unable to access the system, please call Agency Services at 1-800-714-6789.
3. Click on the Company rater that you would like.
 - a. USLI - New Quote - then select line of business (does not require a separate login).
 - b. Atlantic Casualty - New Quote or Load Quote (does not require a separate login).
4. Request to bind.
 - a. USLI - Fax or email signed and fully completed application to our office for binding.
 - b. Atlantic Casualty - Fax or email the signed application packet from the rater to our office.

Phone Quotes available for most P&C products 855-769-7807.

On-Line Rating available for:

USLI, Atlantic Casualty

Quick Quote Forms and APPLICATIONS available for most CL products at www.texassecuritygeneral.com (Commercial Tab).

TRANSPORTATION

Phone: 800-714-6789/ Fax: 800-714-7110

Email: quotes@txsecgen.com

Underwriter:

Laura Casanova, Ext. 7477

laura@txsecgen.com

Underwriter:

Rita Smith, Ext. 7444

ritas@txsecgen.com

Associates:

Mary Menchaca, Ext. 7414

mary@txsecgen.com

Liz De La Paz, Ext. 7428

liz@txsecgen.com

Endorsements/Cancellations:

Joe Sanchez, Ext. 7403

joe@txsecgen.com

WHAT WE CAN WRITE

**Local, Intermediate and
Long-Haul Trucking, including:**
Auto Liability · Motor Truck Cargo
Truckers General Liability

Business Auto
Delivery Services · Artisans/Contractors
Escort Vehicles · Oilfield Service Vehicles

Public Auto
Motor Truck Cargo · Truckers General Liability

OUR COMPANIES

Hallmark · National General · National Indemnity · Prime ·
Great American · Markel · Essex

ACCOUNTING

Email: accounting@txsecgen.com

Accounting Team:

Raina Ebong, Ext. 7463 raina@txsecgen.com	Teresa Escobar, Ext. 7412 teresa@txsecgen.com	Lizzie Rogers, Ext. 7465 lizzier@txsecgen.com
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Accounts Receivable – Personal Lines:

Gabriele McClain, Ext. 7421 gabriele@txsecgen.com	Peggy Grill, Ext. 7431 peggy@txsecgen.com	Carmen Castoreno, Ext. 7436 carmenc@txsecgen.com
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Accounts Receivable – Commercial Lines:

Howard Kerby, Ext. 7442 howardk@txsecgen.com	Stephanie Rodriguez, Ext. 7433 stephanier@txsecgen.com
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FINANCE AGREEMENTS:

Email: premiumfinance@txsecgen.com

Premium Finance:

Veronica Alcala, Ext. 7460 veronica@txsecgen.com	Lydia Dalton, Ext. 7464 lydia@txsecgen.com
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Finance Agreements:

- Personal Lines finance agreements are automatically generated as a part of the application that can be printed after the quote is approved/bound in our on-line rating quoting system. To ensure that the correct dates print on the agreement enter the correct requested effective date on the Basic Information screen.
- Commercial Lines finance agreements are provided with every new/renewal quote issued.

**For any questions in regards to Premium Finance
please contact Lydia or Veronica.**

VIEWING TSG PREMIUM FINANCE LOANS IN ISI:

Email: premiumfinance@txsecgen.com

Personal Lines

1. Log in to www.texassecuritygeneral.com using ISi login.
2. Enter the policy number and click on “**Look up Policy**”. If you do not know the policy number and you know the loan number go to step 3, otherwise see step 4.
3. Click “**Look up Loan**” and enter the Loan ID in the specified field. With this feature you can also look up Commercial Loans with TSGA. You are now on the Finance Information Screen. Continue to Step 5.
4. Click “**Finance**” in the upper right hand corner of the screen. Please note - this will not work if the loan has not been financed or if it is paid in full.
5. To see all payment and invoice information, click “**Loan Activity**”.
6. To see all documents printed for this loan, click “**Documents**”.
7. To go back to the policy, click on the hyperlinked policy number. This will take you back to the Personal Lines Policy.

Commercial Lines

1. Log in to www.texassecuritygeneral.com using ISi login.
2. On Home Page choose “**Look up Loan**”.
3. Enter **Loan ID, Policy Number** or **Insured Name**.
4. Select “**Look up Loan**”.
5. View loan.

If you have any questions, please feel free to contact us at 1-800-714-6789.

MAKE A TSG PREMIUM FINANCE LOAN PAYMENT:

Making TSGPF loan payments directly to the loan

1. Access the loan (see previous page).
2. Click “**EFT Payment**”.
3. Enter the check/routing numbers as prompted.
4. Enter the dollar amount and click post payment.
5. There is NO FEE for an on-line EFT payment.
6. A hyperlink will be available to obtain your receipt.

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1. Access the loan (see previous page).
 2. Click “**Credit Card Payment**”.
 3. Enter the type of card, credit card number, expiration date and amount. Be advised there is an **\$8.00 convenience fee**.
 4. Click “**Post Payment**” and a hyperlink will be available to obtain your receipt.

Note: Payments uploaded are posted in “real time” and will reflect immediately on the loan.

If you have any questions, please feel free to contact our office at 1-800-714-6789.