



**Texas Security General**  
**INSURANCE AGENCY, LLC.**

**800-714-6789**  
**18545 Sigma Rd Ste 101**  
**San Antonio, TX 78258**

**[www.texassecuritygeneral.com](http://www.texassecuritygeneral.com)**  
**[www.facebook.com/texassecuritygeneral](https://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](mailto:info@txsecgen.com)  
Accounting: [accounting@txsecgen.com](mailto:accounting@txsecgen.com)  
TSG Premium Finance: [premiumfinance@txsecgen.com](mailto:premiumfinance@txsecgen.com)

**RESOURCE GUIDE - 2017**  
**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:**

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

**ADMINISTRATION**

Phone: 800-714-6789

Email: info@txsecgen.com

**President:**

Tom Contreras

800-714-6789

tom@txsecgen.com

**Vice President:**

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**Executive VP of Operations:**

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**Agency Updates:**

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**Marketing Team:**

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Robert Salinas, South TX  
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Anne Watkins, North TX  
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# 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

**Jeryl Gates**, Ext. 7429  
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**Christina Roth**, Ext. 7480  
Christinar@txsecgen.com

## Mobile Home Underwriter:

**Stella Casarez**, Ext. 7430  
stellac@txsecgen.com

## Associates:

**Melissa Alderman**, Ext. 7416  
melissaa@txsecgen.com

**Linda Longoria**, Ext. 7434  
lindal@txsecgen.com

**Martha Dennis**, Ext. 7459  
martha@txsecgen.com

**Cindy Rodriguez**, Ext. 7435  
cindyr@txsecgen.com

**Jessica Uresti**, Ext. 7424  
jessicau@txsecgen.com

## Claims:

**Sheila Wilkins**, Ext. 7472  
sheila@txsecgen.com

**Evelyn Longoria**, Ext. 7404  
evelyn@txsecgen.com

**Carolyn Fey**, Ext. 7446  
carolynf@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.

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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](mailto:emily@txsecgen.com) to receive your log in information. WEBINARS are also ARCHIVED for your convenience at [www.texassecuritygeneral.com](http://www.texassecuritygeneral.com).**

# COMMERCIAL BINDING/BROKERAGE

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

## Binding/Contract:

**Mende Trout**, Ext. 7420

mende@txsecgen.com

**Sabas Martinez**, Ext. 7483

sabasm@txsecgen.com

**Pat Brown**, Ext. 7438

patb@txsecgen.com

**Monica Hernandez**, Ext. 7417

monicah@txsecgen.com

## Umbrella/Excess/Professional:

**Marie Suhey**, Ext. 7445

maries@txsecgen.com

## Brokerage:

**Debbie Grimsley**, Ext. 7411

debbie@txsecgen.com

## Associates:

**Tyler Haecker**, Ext. 7484

tylerh@txsecgen.com

**Beverly Bavafa** Ext. 7486

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**Amanda Rodriguez** Ext. 7407

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**Susan Stephenson** Ext. 7448

susans@txsecgen.com

**Veronica Pierce**, Ext. 7443

Veronicap@txsecgen.com

**Stephanie Howard**, Ext. 7432

stephanieh@txsecgen.com

## WHAT WE CAN WRITE

Artisan Contractors	In-Home Business
Bars/Taverns	Inland Marine
Beauty Shops	Lessors Risk
Builder's Risk	Light Manufacturing
Commercial Property	Liquor Liability
Convenience Stores	Oil & Gas
Day-Care Centers	CL-Personal Umbrella
Contractors	Pest Control Services
Dwelling Schedules	Professional Liability
Emergency Care Services	(E&O)
Equipment Coverage	Power Washers
Equipment Rental	Restaurants
Exercise / Health Club	Special Events
Farm & Ranch	Vacant
General Contractors	Warehouses
General Liability	Welding
Habitational	1st/2nd Tier Wind
Health Care	...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](mailto: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](http://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](http://www.texassecuritygeneral.com) (Commercial Tab).

# TRANSPORTATION

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

Email: [quotes@txsecgen.com](mailto:quotes@txsecgen.com)

## Underwriter:

**Rita Smith**, Ext. 7444

[ritas@txsecgen.com](mailto:ritas@txsecgen.com)

## Associates:

**Mary Menchaca**, Ext. 7414

[mary@txsecgen.com](mailto:mary@txsecgen.com)

## Endorsements/Cancellations:

**Joe Sanchez**, Ext. 7403

[joe@txsecgen.com](mailto: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](mailto:accounting@txsecgen.com)

## Accounting Team:

Raina Ebong, Ext. 7463 <a href="mailto:raina@txsecgen.com">raina@txsecgen.com</a>	Teresa Escobar, Ext. 7412 <a href="mailto:teresa@txsecgen.com">teresa@txsecgen.com</a>	Lizzie Rogers, Ext. 7465 <a href="mailto:lizzier@txsecgen.com">lizzier@txsecgen.com</a>
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## Accounts Receivable – Personal Lines:

Gabriele McClain, Ext. 7421 <a href="mailto:gabriele@txsecgen.com">gabriele@txsecgen.com</a>	Peggy Grill, Ext. 7431 <a href="mailto:peggy@txsecgen.com">peggy@txsecgen.com</a>	Carmen Castoreno, Ext. 7436 <a href="mailto:carmenc@txsecgen.com">carmenc@txsecgen.com</a>
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## Accounts Receivable – Commercial Lines:

Howard Kerby, Ext. 7442 <a href="mailto:howardk@txsecgen.com">howardk@txsecgen.com</a>	Stephanie Rodriguez, Ext. 7433 <a href="mailto:stephanier@txsecgen.com">stephanier@txsecgen.com</a>
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# **FINANCE AGREEMENTS:**

Email: [premiumfinance@txsecgen.com](mailto:premiumfinance@txsecgen.com)

## **Premium Finance:**

Veronica Alcala, Ext. 7460 <a href="mailto:veronica@txsecgen.com">veronica@txsecgen.com</a>	Lydia Dalton, Ext. 7464 <a href="mailto:lydia@txsecgen.com">lydia@txsecgen.com</a>
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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](mailto:premiumfinance@txsecgen.com)

## Personal Lines

1. Log in to [www.texassecuritygeneral.com](http://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](http://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.**