



# Agent Quick Contact Guide

## Underwriting Support:

Phone: 855-523-4930 (Agents Only)  
Email: UW@firstacceptance.com  
Hours: Mon-Fri: 8am - 7pm CST  
Sat: 10am - 2pm CST

- Coverage Eligibility
- Billing Concerns
- Mid-term Payment & EFT Assistance
- Accessing Forms & Reprinting Documents
- Adding Lienholder at Endo if not found in System

## Independent Agent Support:

Phone: 855-934-2886 (Agents Only)  
Email: IASupport@firstacceptance.com  
Hours: Mon-Fri: 8am – 6pm CST

- App Portal/DocuSign Credentials & Producer Codes
- Reset Passwords
- System Errors
- IVANS
- DocuSign

## Claims:

Phone: 1-800-779-2103  
Hours: FNOL - Mon-Fri 6am-8pm CST  
Sat 8am-5pm CST

- Option 3 – New Claims (First Notice of Loss)
- Option 2 – Existing Claims

## Treasury:

Email: Fac.Treasury@firstacceptance.com  
*\*Please copy IA Support on any emails to Treasury*  
Hours: 8am – 5pm CST

- Sweep Report Errors

## Independent Agent Training:

Email: IATraining@firstacceptance.com  
Hours: Mon-Fri 8am – 5pm CST

- How to Quote, Bind, & Service

## Feedback Loop:

See Communication Tab in App Portal

- Improvement Suggestions