

Frequently Asked Questions

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- + Do you accept EFT?
 - + When does the down payment process?
 - + Can future payment due dates be changed?
 - + Do you require any documents to be signed?
 - + What is the minimum age to be insured?
 - + How can I guarantee the customer I am working with receives the Early Bird Discount?
 - + Why isn't the system allowing me to add comp/collision for this vehicle?
 - + When can I bind a policy and have it be effective on the same day for my customer?
 - + What is the Agency Servicing Portal used for?
 - + What number/department should you call if you need help post bind, including underwriting help, whether the policy is in force or canceled?
 - + Can we sell your homeowners?
 - + True or False: You only have to call in to get the garaging address updated if the Named Insured has a student away at school OUT of state, not in state.
 - + True or False: Elephant tech support can fix the status of a salvaged title if your customer says it was not salvaged.
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