

Agency Communications

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June 2023

Word from the Herd, Issue 1, Volume 2

Word from the Herd

Volume 1, Issue 1, June 2023

Hard to believe we are halfway through 2023! Here at Elephant, we value our partnerships with you as agents and want to continue to grow our relationships with you. We understand the significant role you play in your clients' lives as their trusted advisor, and we are honored to be a part of your clients' journey alongside you!



Did you know?

- We launched a new quote retrieval site, and you can bookmark it [here](#). To easily retrieve a quote, remember to save your quote number.
- Your company code is specific to your agency and it is only needed to register to use our Agency Servicing Portal. It is not required for quoting on any raters.
- You asked and we HERD! Chat is now live on our Agency Resource Center. [Click here](#) to check it out.



How to STAY with the HERD:

- Prior to binding a policy, always ask about financing. It is a rating factor and post-bind changes such as adding a lienholder, can affect the policy premium.
- When bridging to Elephant from a rater, make sure to verify all answers, including occupation, mileage, vehicle usage, etc. Not all answers in the rater, may transfer exactly to Elephant, and each answer can impact the premium.
- Always double check that all quotes have the correct customer email address because most of our communications are sent via email. If an incorrect email address is provided, your customer could miss important communications that require immediate response, such as forms or waivers that need to be e-signed.



Using EZ Lynx?

- On the Carrier Questions tab within the quote, please ensure that you are using the customer's email address, not the agent's email address. For agent number you will use your agent email.



Most commonly missed questions on spring Knowledge Check:

- How long does it take to receive approval once photos are received for photo inspection? Photo inspection now has a 15 business day wait for approval once photos are received. See [here](#) for more information.
- Your company code is also your agent number. This is FALSE, the company code is only used for registering for the Agency Servicing Portal. It will not be used to set up a rater or to log in to any other Elephant systems.
- You can NOT start a quote on the Agency Servicing Portal. This is TRUE. The Agency Servicing Portal is currently only used to service policies that you have bound. See [here](#) for more information.



Coming soon:

- Agents will be copied on all Underwriting communications sent to policyholders.
- We will soon introduce a new quote in PDF format.
- Agents will have the ability to make payments and change payment information directly on the Agency Servicing Portal.

We appreciate the trust you place in Elephant, and we remain committed to supporting you in every aspect of your business. Should you require any assistance or have any inquiries, please don't hesitate to reach out to our dedicated support team.

Thank you for your partnership. Together, let's strive for continued growth and success! Happy selling!

- Your Elephant Agency Team

Virginia UM change

Important Change for VA Policyholders.

We want to keep agents in the loop on some changes regarding the Uninsured/Underinsured Motorist Coverage for your customers in VA.

These customers have received the following communication and will be required to sign a waiver to decline the additional coverage.

Beginning July 1, 2023, all newly purchased policies and all policies renewing will require an automatic increase in Uninsured/Underinsured Motorist Coverage per Virginia law. To find out more details about this change, please visit our FAQ page [here](#).

Your upcoming Virginia renewal term will reflect this change. After receiving your renewal documents, you do have the option to reject this increase and keep your current Underinsured Coverage.

The customer will have the option to be sent a reminder when they are able to reject the change. If they opt-in to receive the reminder, they will be sent the following email:

Beginning July 1, 2023, all newly purchased policies and all policies renewing will require an automatic increase in Uninsured/Underinsured Motorist Coverage per Virginia law.

Your upcoming Virginia renewal term will reflect this change.

You may waive this increased coverage and maintain your current limits by reviewing your policy with one of our agents at (855) 939-5357.

We're here to help along the way! If you have any questions about our coverage please visit the Agency Resource Center [here](#).

Happy Selling,

- Your Elephant Agency Team

July 2023

Word from the Herd, Issue 1, Volume 2

Word from the Herd
Volume 1, Issue 2, July 2023

Here at Elephant, we understand the insurance market has been challenging lately, but we value our partnerships with agents and want to continue to grow our relationships with you. Elephant is committed to supporting the significant role you play as your clients' trusted advisor.



You asked and we HERD!

- Agency Support Chat, for help with quotes, is now open until 6 pm ET Monday-Thursday and Friday's until 5:30 pm ET. Check out all of our hours [here](#).
- Agents are copied on all Adverse Underwriting Warnings (AUWs) that are sent to your clients. See [here](#) for more information on what an AUW is, and leave a comment with any additional documents you wish to be copied on in the future.



Did you know?

- When you get a larger down payment, there are no skipped months. Since all payments are billed ahead, including renewal, this option helps your client by building more equity in the policy. See [here](#) for more information.
- At policy renewal you can call into our Customer Care department and ask for a policy review to help ensure that we are giving your client's the best rate. This could potentially give your client's a better rate as we will provide a discount just for going through a policy review at renewal.
- Have an incident falling off before renewal? That's great, our incidents fall off in 3 years, so simply give our Customer Care department a call after that date and ask for a "mid-term incident removal" to have the policy re-rated.



Most commonly missed questions on Summertime Knowledge Check:

- **True or False:** If Elephant doesn't return a rate on your rater, you should call in to get a quote completed over the phone.
Answer: False. If you're not getting a rate on your rater then our agent support team cannot quote over the phone. You should attempt to shop elsewhere for that client.
- **Question:** What is the Company code used for?
Answer: The Company code is ONLY used to register for the Agency Servicing Portal for the first time. It is specific to the company you are appointed through.
- **True or False:** You can start a quote for new business on the Portal.
Answer: False. The Agency Servicing Portal is only used for current policies at this time. You can get policy documents or make policy changes to current policies on the Agency Servicing Portal.



Coming soon:

- We will soon introduce a new downloadable PDF option on the quote page.
- Agents will also be able to make payments and update payment methods on the Agency Servicing Portal.
- We are increasing security on the Agency Servicing Portal and you will soon be required to complete multi-factor authentication (MFA) for added protection for you and your clients. Additional details will be communicated soon.

We appreciate the trust you place in Elephant, and we remain committed to protecting our Herd. Should you require any assistance or have any inquiries, please don't hesitate to reach out to our dedicated support team. Thank you for your partnership. Together, let's strive for continued growth and success! Happy selling!

- Your Elephant Agency Team

August 2023

Installment Fee Change in VA, TX and OH

Effective 8/8/23, some of our installment fees are changing. This update will be for any new business or renewals with an effective date of 8/8/23 or later. The installment fees will be the following for VA, TX and OH:

- **ACH - \$5**
- **Autopay and bill me - \$10**

Please see [here](#) for more information. If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Happy Selling,

- Your Elephant Agency Team

Agents can now make payments on the Agency Servicing Portal

YOU asked, we HERD!!

Agents are now able to **make payments and update the payment methods** on the Portal! You must make a same-day payment, you aren't able to schedule or reschedule a payment on the Portal at this time.

Please see [here](#) for more details on what can be done on the Portal currently and [here](#) for more information on making a payment or updating a payment method.

If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Happy Selling,

- Your Elephant Agency Team

Coming Soon! Quote PDF & Updated Quote Email

YOU asked, we HERD!!

Starting in September, agents will be able to **download a quote PDF** to send to clients or email themselves a **NEW, updated quote version** directly from the quote journey! The new quote version will now include all agent information, quote number, all payment options - including monthly, and the coverage breakdown.

Please see [here](#) for more details on the new quote version and PDF.

If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Happy Selling,

- Your Elephant Agency Team

September 2023

Holiday Hours of Operation

In observance of Labor Day, we will be closed on Monday, September 4th.

During this time, you can use the Agency Resource Center for guidance. If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Our regular hours will resume on Tuesday, September 5th.

Happy Selling,

- Your Elephant Agency Team

Word from the Herd, Volume 1, Issue 3, September 2023

Here at Elephant, we are ready for the beautiful Fall weather and all that comes with it! We have some exciting news to share, some best practices and some awesome things coming soon! Elephant is committed to supporting the significant role you play as your clients' trusted advisor so keep telling us what you want and we will keep listening.

You asked and we HERD!

- Elephant now has an updated quote and a downloadable PDF quote! The email and PDF now include all payment options, quote number, breakdown of all coverages and pricing for all coverage. Your contact information is included as well. See [here](#) for more information
- Agents can now make payments and update payment methods on the Agency Servicing Portal .See [here](#) for more information on all you are able to do on the Agency Servicing Portal.

Did you know?

- Elephant now requires a photo inspection to put any type of coverage on all Kia's 2011-2021 and all Hyundai's 2015-2021. See [here](#) for more information about photo inspection. You are not able to add additional coverage to those same models post bind.
- At policy renewal if you want to stop the renewal payment from auto-drafting, it's better to do a stop payment then removing them from autopay. There is no fee for a stop payment at renewal, but there is a \$25 fee to be removed from autopay.
- The easiest and fastest way to access policy documents and make policy changes is on our Agency Servicing Portal. Once you are registered you can log in here. See [here](#) for more information on all you are able to do on the Agency Servicing Portal.
- Please be advised that our systems only allow one agent to access an account at a time. If you are utilizing phone and chat at the same time, please let us know immediately so the quote does not freeze.

Coming soon:

- Agents will soon be able to access additional details for canceled policies on the Agency Servicing Portal.
- We are increasing security on the Agency Servicing Portal and you will soon be required to complete multi-factor authentication (MFA) for added protection for you and your clients. Additional details will be communicated soon. We will be rolling this out in phases.

We appreciate the trust you place in Elephant, and we remain committed to protecting our Herd. Should you require any assistance or have any inquiries, please don't hesitate to reach out to our dedicated support team.

Thank you for your partnership. Together, let's strive for continued growth and success! Happy selling!

- Your Elephant Agency Team

October 2023

Fall Football Knowledge Check

This week you can test your luck with our Knowledge Check for the chance to win one of two \$25 gift cards! Feel free to use any of our resources on the Agent Resource Center to help you along the way. The focus will be on the Agent Servicing Portal section.

Those who take the quiz and receive a score of 80% or higher will be entered to win one of two \$25 gift cards! Make sure you've completed the knowledge check by Monday, October 23rd at 6:00 PM EST to be entered to win. The drawing will happen on Tuesday, October 24th.

[Click here to take the Knowledge Check.](#) Good luck!

- Your Elephant Agency Team

Knowledge Check Winners!

Congratulations to the two winners from the Fall Knowledge Check!!

Cristina .A

Arthur M.

The winners will receive a separate email directly from Gift O Gram with their gift card information included.

Here are the most missed question and the answer:

True or False: You can only access current term documents on the Agency Servicing Portal.

Answer: False. You can access previous-term and renewal documents on the portal as well!

For more information on these answers, please visit our agent resource center. Thank you to everyone who participated and be on the lookout for our next Knowledge Check Quiz to win a gift card!

Happy Selling!

- Your Elephant Agency Team

November 2023

Upcoming Maintenance



In order to ensure our systems are operating at their utmost abilities, **our systems will undergo routine maintenance starting on Friday, November 3rd at 4pm ET. Our systems will return as soon as possible. Our call center will also be closing at 4pm ET on Friday November 3rd.** During this time you will not be able to quote, bind or service policies.

We value our partnership with you and appreciate your patience as we continue to strive for a seamless quote-to-bind journey.

Happy Selling!

- Your Elephant Agency Team

Holiday Hours of Operation

In observance of Thanksgiving, we will be adjusting our hours to the following:

- Customer Care and Claims will be closed on Thursday, November 23rd and opening at 10am ET on Friday, November 24th.
- Agency Support will be closed on Thursday, November 23rd and Friday, November 24th.
- Agency Chat will be closed for the week of November 20th-24th and will remain closed indefinitely.

During this time, you can use the Agency Resource Center for guidance. You can also use the Agency Servicing Portal to service your policies. If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Our regular hours will resume on Monday, November 27th.

Happy Selling,

- Your Elephant Agency Team

December 2023

Updated Agency Phone Number

Agency Support has updated our number. Agency Support is for AGENTS ONLY. Please do not provide this number to your customers. As an agent you will no longer call 877-218-7865. We have all options for you on a new number that will help expedite your calls and also distinguish you as an agent. Going forward please call 855-939-5367:

- Press 1 for Customer Care-This option is for billing questions, any changes to a current policy, or any questions regarding a policy, in-force or cancelled.
- Press 2 for Cancellations-This option is for cancelling a policy.
- Press 3 for Agency Support-This option is for help or questions about a quote, technical support, questions about raters, questions about the Agency Servicing Portal or Agency Resource Center.
- Press 4 for Claims-This option is for filing a claim or an existing claim.

Thank you for updating our phone number! This will help us better assist you by helping better route calls as well as distinguish your calls as Agent calls. You can also find answers to many questions on our Agency Resource Center.

You can also use the Agency Servicing Portal to service policies.

As a reminder, the following can be done on the Agency Servicing Portal 24/7:

- View and access policy documents-previous, current and renewal terms
- add or update lienholders
- view billing
- update most contact info
- add drivers, add/remove vehicles
- add/remove coverage
- make/reschedule/update payments

If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Happy Selling,

- Your Elephant Agency Team

Holiday Hours

Holiday Hours of Operation

In observance of Christmas, we will be adjusting our hours to the following:

- **Customer Care** and **Claims** will be closing at 4pm ET on Friday, December 23rd and will reopen at 10am ET on Tuesday, December 26th.

• **Agency Support** will be closing at 3pm ET on Friday, December 23rd and will reopen at 9am ET on Wednesday, December 27th.

During this time, you can use the **Agency Resource Center** for guidance. You can also use the **Agency Servicing Portal** to service your policies. If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Agency Support's regular hours will resume on **Wednesday, December 27th**.

Wishing you and your family a Happy Holiday Season,

- Your Elephant Agency Team

January 2024

Updated Hours of Operation Today

Elephant will be **closing at 1:00 pm ET today** for our Annual Staff General Meeting.

During this time, you can use the **Agency Resource Center** for guidance. You can also use the **Agency Servicing Portal** to service your policies. If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Our regular hours will resume on **Thursday, January 25th**.

Happy Selling,

- Your Elephant Agency Team

February 2024

Upcoming Maintenance

In order to ensure our systems are operating at their utmost abilities, **our systems will undergo routine maintenance starting on Saturday, February 17th, at 8am ET**. Our systems will return as soon as possible, we are thinking between 4pm-8pm. During this time you will not be able to quote, bind or service policies.

We value our partnership with you and appreciate your patience as we continue to strive for a seamless quote-to-bind journey.

Happy Selling!

- Your Elephant Agency Team

Dedicated Agent Support Number

Agency Support now has a dedicated agent only number. **Agency Support is for agents only. Please do not provide this number to your customers.** Using this new number will help distinguish you as an agent. Our goal is

to provide our agents excellent service, as quickly as possible, and ensuring that our customers have the right contact number helps us do that!

As an agent, you will no longer call 877-218-7865. This number is just to service customers.

Going forward please call **855-939-5367**.



As a reminder, the following can be done on the Agency Servicing Portal 24/7:

- View and access policy documents
- View cancellation information
- Current and renewal terms
- Add or update lienholders
- View billing
- Update address
- Add drivers, Add/remove vehicles
- Add/remove coverage
- Make/reschedule payments and update payment info

Thank you for updating our phone number! This will help us better assist you by helping better route calls by distinguishing your call as Agency call. You can also find answers to many questions on our Agency Resource Center.

If you have additional questions, please reach out to us at agencytechsupport@elephant.com. We will respond within 1 business day.

Happy Selling,

- Your Elephant Agency Team