

Frequently Asked Questions



- **What can I access from the Marketing Sales Page (Company website) – Your Agent Portal**
 - Agent eFile
 - Ordering Supplies/business cards
 - Illustration Software
 - Agent Training Material
 - Products At A Glance
 - Company Contact Info
 - Company Store
- **How Do I Order Supplies?**
 - Click on the 'Order Supply' tab and select your state and product
 - Gives access to applications, brochures, agent guides, forms and more
 - Can order pre-printed copies direct to your home or office or save/print from your computer
 - Business cards can be ordered direct from our Supply Department
- **How can I run a quote for my client? (Three Different Options)**
 - Company Website
 - Using the 'Illustration' tab enter the client's information – this will provide a PDF for viewing
 - Click on the 'Download' tab to download the software to your PC or laptop – to be used offline
 - Mobile Tools Site – Phone Quoter
 - www.insuranceapplication.com
 - Basic quotes on products
- **Do you have a Mobile Application?**
 - Visit our Mobile Tools site: www.insuranceapplication.com
 - Easy to use Mobile Applications
 - Note: First application must be submitted to the Home Office via fax or App Drop
 - You can also access the below via our Mobile Tools site:
 - App Drop – upload scanned applications to New Business
 - Doc Drop – upload scanned documents to appropriate department
- **Who Do I Contact If I Forgot My Password?**
 - Please contact the Agent Hotline to reset your password for the Company website
 - If you need your password reset for the Mobile Tools Site, please follow the link 'Forgot Your Password'
- **How do you provide agents correspondence on their business?**
 - Regular email notifications are sent to the agents regarding their business i.e. New Agent Welcome Emails, eEndorsement process, Application status, Outstanding requirements and more!
- **Who Can I Contact?**
 - Call us at (800) 736-7311 or send us an email
 - **Marketing Sales Support Staff** can assist with questions regarding products, quotes, training, application completion and more
 - Prompts 1,1,2 or email marketingassistants@aatx.com
 - **New Business Customer Support Staff** is available to assist with questions regarding pending business, basic underwriting guidelines and submission of applications
 - Prompts 1,1,1 or email policyissue@aatx.com
 - **Underwriters** are available to you for more detailed underwriting questions and risk assessments
 - Prompts 1,1,1 or underwriting@aatx.com
 - **Policy Service**: Prompts 1,1,7 or email pos@aatx.com
 - **Contracting**: Prompts 1,1,3
 - **Commissions**: Prompts 1,1,4 (Advances) or 1,1,5 (As Earned) or mktfinance@aatx.com

For questions or other inquiries, contact our Agent Hotline.
(800) 736-7311 1, 1, 2 or marketingassistants@aatx.com