

ROCKINGHAM INSURANCE

CONTACT INFORMATION

Automated System Toll Free (800) 434-7736
 Automated System Local (540) 434-5344
 General Corporate Fax (540) 434-0390
 Employee Email Extension @rockingham.insure

WHO SHOULD I CONTACT?

TYPE OF INQUIRY	WHO YOU SHOULD CONTACT
1. Personal Lines Proof of prior insurance	ID cards from Bluestone can be obtained on the Policy File tab. For (RCC) Legacy Auto & HO policies- You can pull declaration pages from the Agent Extranet.
2. Personal Lines Policy Status	Customer Experience Team: (800) 434-7736 x2995
3. Personal Lines Declarations Sheets Requests- Current & Historical	Declaration Pages from Bluestone can be obtained on the Policy File tab. For Home and (RCC) Legacy auto policies, you can pull declaration pages from the Agent Extranet. For further assistance, contact Customer Experience (800) 434-7736 x2995
4. Agency System Issues	ExtranetHelp@rockinghamgroup.com or call (800) 434-7736 x2993
5. System cannot return a rate on PL Rater due to technical issues?	ExtranetHelp@rockinghamgroup.com or call (800) 434-7736 x2993
6. Need to cancel a Personal Lines policy?	Agents can cancel policies in Bluestone. For all other policies, contact Customer Experience Team at (800) 434-7736 x2995 care@rockingham.insure
7. Where do I submit what if quotes or policy changes?	Customer Experience Team (800) 434-7736 x2995 Fax: (800) 847-7625 care@rockingham.insure
8. System Navigation Assistance	Contact Agent Concierge Team at AgentConcierge@rockingham.insure (800) 434-7736 x2993
9. Personal Lines Reinstatements Amounts and Processes (SONL, fees)	Contact the Billing team at billing@rockingham.insure (800) 434-7736 x2999
10. Why did the personal lines premium change?	Rate changes are communicated via agent announcements prior to implementation dates. If you have questions, contact your assigned underwriter.
11. Who do I ask to help troubleshoot and resolve Personal Lines billing, misapplied payments, or refunds?	Billing billing@rocking.insure (800) 434-7736 x2999
12. Personal Lines Underwriting policy eligibility or understanding the guidelines	Manuals and guidelines are posted on the Agent Extranet or contact your assigned Personal Lines Underwriter.

13. How do I send photos or other documents to my assigned Personal Lines Underwriter?	Through the "Submit Photos/Docs" tool from the Service menu on the Agent Extranet. Include a description of each photo or document uploaded - OR- Email: care@rockingham.insure with client name and policy number in subject line. If a Bluestone policy: Add as an attachment under the specific policy number <u>and the appropriate attachment type</u> .
14. Who do I contact for password resets?	Contact Agent Concierge Team: AgentConcierge@rockingham.insure <i>**Include which system needs resetting in request.</i>
15. Underwriting issues on a Personal Lines account	Contact your assigned Personal Lines Underwriter first, then contact Tricia Perry, Underwriting Supervisor- (800) 434-7736 x3027 tperry@rockingham.insure
16. For specific product related questions or concerns regarding rate competitiveness	Review our monthly competitive carrier review which includes rates taken by carriers and a historical review of Rockingham's rate increases.
17. Where do I submit an Agent of Record change?	Submit completed Agent of Record forms to AgentConcierge@rockingham.insure . Find the latest forms by visiting the Agent Extranet under the Documents tab.
18. Coverage Questions for a Claim?	File a new claim online or call (800) 662-5246
19. Update an existing Claim	Contact the Assigned Adjuster first. For additional assistance: Personal Lines Property Supervisor- Grace Mills (540) 564-8846 gmills@rockingham.insure Auto Casualty Supervisor- Kasey Furrow (540) 299-8153 kfurrow@rockingham.insure
20. Where do I send claim documents?	claimsdocuments@rockingham.insure Please include claim # in the subject line
21. Questions regarding a Commercial account?	Please forward all questions to: Commercial Elite commelite@rockinghamgroup.com
22. Commercial Policy listing requests	Send requests to commelite@rockinghamgroup.com
23. Where do I submit Loss Run requests?	Email loss run requests to: LossRuns@rockinghamgroup.com
24. How do I access Agent reports in Bluestone?	Agent reports can be found under the Quote/Policy tab in your menu bar. For additional step-by-step instructions, please visit Lesson only: https://rockingham.lessononly.com/lesson/318269-introduction-to-rockingham-university/login
25. How do I pull my commission reports on Bluestone?	Steps on how to pull commission reports can be obtained on Lesson only: https://rockingham.lessononly.com/lesson/318269-introduction-to-rockingham-university/login If additional navigational assistance is needed contact: Agent Concierge Team:

agentconcierge@rockingham.insure (800) 434-7736 x2993

26. Where can I pull reports for my agency such as cross-sell reports or claims activity?	Agent reports can be pulled on the Agent Extranet under the Reports tab.
27. Questions regarding Commissions payments?	All commission questions should be emailed to: commissions@rockingham.insure
28. Questions regarding the Agent contract?	Contact your Regional Manager or for additional assistance- Tonya Eaton, Personal Lines Sales Director- (800) 434-7736 x3196
29. Where do I go to order branded logo promotional items?	Marketing materials are available at rockingham.insure/print-portal
30. Where do I go to order Rockingham Insurance branded business cards?	Order agent business cards at rockingham.insure/print-portal
31. Where do I go to order customized sales collateral and flyers?	Customize sales collateral for your agency at rockingham.insure/print-portal
32. New Producer & Unlicensed Staff Appointments	Contact Whitney Lee at (800) 434-7736 x3188 wlee@rockingham.insure

EXTRANET HELP

extranethelp@rockinghamgroup.com | (800) 434-7736 x2993

CLAIMS

Claims Documentation	claimsdocuments@rockingham.insure
New Loss Notices	FNOL@rockinghamgroup.com
Loss Run Requests	LossRuns@rockinghamgroup.com
Glass Claims	(800) 868-6633
Claims Toll Free	(800) 662-5246
Claims Toll Free Fax	(800) 283-7625
Roadside Assistance	(866) 319-4824

	Name	Direct Number	Extension	Email
VP Claims	Karl Hancock	(540) 564-8819	3130	khancock
Director of Claims Operations	Christine McDonaldson	(540) 564-8821	3111	csmcdonaldson
Claims Operations Representative	James Kiser*	(540) 564-8814	3189	jkiser

Auto/Casualty Claims

Casualty Supervisor	Kasey Furrow	(540) 299-8153	1061	kfurrow
Auto Claims Representative (1st Party Medical)	Daraliz Torres	(540) 908-4230	3170	dtorres
Auto Claims Representative	Shailesh Shirole	(540) 564-8881	3199	sshrole
Auto Claims Representative	Travis Schreiber-May	(540) 564-8813	1077	tschreiber-may
Senior Casualty Adjuster	Cheryl Bell	(540) 564-8897	1009	cbell
Casualty Adjuster	Tatyana Kislova	(540) 466-3805	3183	tkislova mstovall
Casualty Adjuster	Markeese Stovall	(540) 299-5817	1056	

Internal Auto Damage Adjuster	Jackson Taylor	(540) 564-8842	1002	jtaylor
Auto Damage Adjuster	TJ Songer	(540) 251-4520	1073	tsonger
Auto Subrogation (part-time)	Nan Collins	(540) 466-3806	3102	ncollins

Personal Lines Property Claims

Personal Lines Property Supervisor	Grace Mills*	(540) 564-8846	3180	gmills
Property Adjuster	Christina Rohrbaugh	(540) 564-8890	3191	crohrbaugh
Property Adjuster	Samantha Grogg	(540) 564-8854	1071	sgrogg
Property Adjuster	Sonya Carrier	(540) 564-8811	3138	scarrier

Commercial Casualty Claims

Director of Casualty Claims	Bill Anderson	(540) 564-8845	1040	banderson
Commercial Casualty Supervisor	John Daybell	(540) 908-4265	3198	jdaybell
Specialty Senior Casualty Adjuster	Suhady Tejada	(540) 299-5232	1026	stejada

CUSTOMER EXPERIENCE TEAM

Payments | (800) 434-7736 x2987
Processing | care@rockingham.insure | (800) 434-7736 x2995
Billing | billing@rockingham.insure | (800) 434-7736 x2999
Fax | (800) 847-7625

Director of Rockingham Insurance Agency	Kristin Lemon*	3104	klemon
Customer Experience Supervisor	Dana Hoes*	3192	dhoes
Billing Specialist	Jaimie Buracker*	3184	jburacker
Customer Experience Associate	Carey Hicks*	3117	chicks
Customer Experience Associate	Denise Schroeder*	1067	dschroeder
Customer Experience Associate	Pam Thompson*	3118	pdthompson
Customer Experience Associate	Kelly Hensley	3002	khensley
Customer Experience Associate	Jasten Whetzel	3005	jwhetzel

AGENCY CONCIERGE TEAM

AgentConcierge@rockingham.insure | (800) 434-7736 x2993

Agency Concierge Coordinator	Chloe Shrock*	1070	cshrock
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SALES AND PERSONAL LINES UNDERWRITING

Underwriting@rockinghamgroup.com | (800) 434-7736 x2994
Fax | (800) 847-7625

Chief Operating Officer – Personal Lines and Chief Actuary	Chad Covelli	3158	ccovelli
Personal Lines Sales Director	Tonya Eaton*	3196	teaton
Agency Development Manager	David Kistler*	3122	dkistler
Sales Specialist	Colleen McBride*	1048	cmcbride
Underwriting Director	Matthew Youngsma	1021	myoungsma

Underwriter Supervisor	Tricia Perry*	3027	tperry
Senior Underwriter	Kathy Bush*	3146	kbush
Senior Underwriter	Annie Cross*	3139	across
Senior Underwriter	Stephanie McKinney*	3127	smckinney
Underwriter	Melanie Wiseman	1076	mwiseman
Underwriter	Danielle Revard*	1075	drevard
Associate Underwriter	Hannah Schneider	1024	hschneider

FARMOWNERS PLUS

<https://www.rockingham.farm> | (833) 762-3276

Underwriting | farmunderwriting@rockingham.farm

Billing | billing@rockingham.farm

Claims | claims@rockingham.farm

Farm Product Manager	Bill Digman*	3581	bdigman
Farm Underwriter	Pam Kite*	3174	pskite
Farm Underwriter	Brad Taylor*		brad@agriskku.com

COMMERCIAL ELITE

commelite@rockinghamgroup.com (Policy questions)

Billing | billing@rockingham.insure | (800) 434-7736 x2999

FINANCE

Commission Questions | commissions@rockingham.insure

Controller	Erin Showman	3135	eeshowman
Agent Commissions	Julie Miller	3575	jmillier

MARKETING

Marketing Specialist, Digital Marketing	Kelly Adams	1038	kadams
Public Relations & Communication Specialist	Olivia Kohler	1057	okohler

COMPLIANCE

Fax | (866) 954-6905

Compliance Analyst, Agency Appointments	Whitney Lee	3188	wlee
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