



CONTACT DIRECTORY

CALL US AT (888) 823-3567 | MONDAY - FRIDAY 8:00 AM - 5:00 PM PST

NOTE: For a faster response, please direct your query to the appropriate email address below.

TOPIC	WHO TO CONTACT?
<ul style="list-style-type: none">• Policy Changes:<ul style="list-style-type: none">• Effective date changes• Mortgage updates• Cancellations• Adding insureds to policy• Coverage changes• Post-bind payments and bill plan changes• Mailing address changes• Navigating Agent Portal• General questions• Trust/LLC/Estate documents• Photos/evidence of inspection repairs• Home alarm monitoring certificates	<p>support@getdelos.com</p>
<ul style="list-style-type: none">• Agent Portal error codes/messages<ul style="list-style-type: none">• Include in subject line:<ol style="list-style-type: none">1. "Bug Report"2. Property Address3. Quote Number (if applicable)4. Please provide an explanation of the issue along with a screenshot of the entire screen including the error message.	<p>support@getdelos.com</p>
<ul style="list-style-type: none">• New agency or agent appointments	<p>onboarding@getdelos.com</p>
<ul style="list-style-type: none">• Updating agent information (address, telephone, email)• Updating agency roster (adding/removing agents)	<p>agentsupport@getdelos.com</p>
<ul style="list-style-type: none">• Commission Statements• Commission Specific Questions	<p>commissions@getdelos.com</p>