

# ABOUT SECURA'S SERVICE CENTER



SECURA's Service Center team acts as an extension of your agency. Our knowledge of SECURA products allows us to communicate with your policyholders in a timely manner, fostering trust with every interaction. We go above and beyond in our service to continue to bring greater peace of mind, provide guidance, and create a seamless partnership.

**Our Service Center team will pick up right where you left off and will:**



Answer questions on coverage, billing, etc.



Process endorsements



Conduct renewal reviews



Issue quotes



Create auto ID cards



Create certificates of insurance

## Account eligibility:

- Available for Commercial and Specialty Lines accounts with account premiums up to \$25,000
- Signed up for direct billing
- The entire account must be placed with the Service Center
- If you have specific questions about eligible or ineligible classes, please reach out to the Service Center team

You can move eligible business over to the Service Center mid-term, at renewal, or after you've made a new business sale.

## Agency requirements:

- Print will be suppressed for accounts utilizing the Service Center
- Subscribe to downloads for accounts in the Service Center
- Choose eDocs for all accounts, Service Center, or not at all

## Questions?

**For any Service Center questions, contact:**

John Kunkel,  
Service Center Supervisor

Phone: 920-224-7130

Email: [john\\_kunkel@secura.net](mailto:john_kunkel@secura.net)



Amanda Wilfer,  
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and Specialty Lines Operations

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## Business hours:

Monday-Friday  
7:30 a.m.-5:30 p.m. CT