

MSI Key Contacts



When questions or situations arise, MSI wants our partners to feel confident knowing exactly who their key contacts are.

Agency Services

agencyservices@msimga.com

Contact for VIP login retrieval, VIP password reset, general appointment inquires.

Billing

844-994-4601

Contact for general billing questions.

Claims

claimsprocessing@msimga.com

Contact claimsprocessing@msimga.com to submit a new claim or general inquiry.

Commission Department

MSICommissions@msimga.com

Commission statements are emailed each month. Statements are not viewable online at this time.

Customer Support

844-788-0873

customerservice@msimga.com

Agent and Policyholder facing

- Contact for billing related questions, policy document retrieval, or evidence of insurance.
- Customer Support is able to process the following;
 - Mortgagee changes
 - Customer contact info
 - Mailing address changes

Underwriting

844-788-0163

PL-Underwriting@msimga.com

Agent facing only, contact for:

- Binding requests
- Risk and coverage changes
- Loss runs
- Policy certifications
- Underwriting appetite questions

UW Email Subject Line - Example
Product Type - Quote or Policy Number -
Inquiry Description

Payment Address

MSI
P.O. Box 210788
Bedford, TX 76095

Overnight Payment Address

MSI
9151 Blvd 26 Suite 325B
North Richland Hills, TX 76180

Payment Options

MSI accepts all major credit cards with no fee.

