

Quick Reference Guide

MSI protects more than a million personal customers, wherever they may call “home.” Whether they are just starting out, moving their family into a new-home community or live in an estate on the coast, we have solutions to meet their unique needs.

Personal Lines Products

Coastal Admitted	Admitted policies in selected states
Builders Admitted	Admitted policies written as an embedded product at the point of sale during the homebuying process
E&S Mainstreet	Focus on challenging risks in non-coastal locations
E&S Affluent	High-quality E&S risks with TIV up to \$3M
E&S High Net Worth	Risks with TIV between \$3M-\$10M
Residential Flood	Flood insurance with higher limits and broader coverage than NFIP
Real Estate Investor	Covers investment properties up to \$1M

Department Contact Information

Underwriting

Phone: 844.788.0163

PL-Underwriting@msimga.com

Customer Support

Phone: 844-788-0873
contactus@msimga.com

Agency Support

agencyservices@msimga.com

Claims

Phone: 866.401.8110
claimsprocessing@msimga.com

Delivering an Easy Insurance Experience for Customers

MSI’s Customer Portal puts our customers in control of their policy 24/7, from accessing documents and selecting payment options to updating personal information, making payments and reporting claims.

A.M. Best Rated

At MSI, we prioritize financial stability and credibility. Our products are rated by respected agency A.M. Best, reflecting our strong financial health and commitment to meeting our claims obligations. We aim to instill confidence in our partners and customers through our top-rated products, ensuring you can trust us as your insurance provider.

Our Distribution

Our distribution model is designed to reach a broad range of clients through strong partnerships with wholesale brokers and retail agencies. We prioritize seamless collaboration, ensuring that our partners have access to innovative solutions, competitive pricing, and outstanding customer support. By working closely with both wholesale and retail channels, we deliver reliable, tailored coverage that meets the diverse needs of homeowners and investors alike.

Payment Options

MSI accepts all major credit cards with no fee



Make a Payment

Payment Address

MSI
P.O. Box 210788
Bedford, TX, 76095

Overnight Payment Address

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