

Common Frequently Asked Questions

Who do I contact for assistance?

The Agent Resources page of our public website has various helpful tools including Report Access Instructions, Tips for using PTS (our rating system), and Quick Reference Guides for each state: [Agent Resources Page](#).

For questions or issues regarding individual policies or quotes:

Customer Service and Underwriting Departments

Hours: 8:00 AM - 6:00 PM CST

Phone: 1-866-407-9896 (UW - Option 3, CS - Option 4)

Email: customerservice@hoaic.com

For questions regarding agency licensing or producer setup:

Licensing Department

Email: licensing@hoaic.com

Submit Producers here: [Agency Producer Additions](#)

Submit Agency Updates here: [Agency Update Request](#)

For agency download assistance:

Support Department

Email: ptssupport@hoaic.com

For questions or issues related to claims:

Claims Department

Office Hours: 8:00 AM - 6:00 PM CST

24/7 Support for emergency assistance

Phone: 1-866-407-9896 (Option 1)

Email: claims@hoaic.com

For general agency assistance:

Sales & Marketing Department

Email: sales@hoaic.com

What if I cannot log in to the agent portal?

Click on "forgot password" and input your username. The system will send an email to the email address associated with that login. If you continue to have issues or receive an error message, call 1-866-407-9896 (option 5) for assistance.

What if there is an agent in my office that leaves?

Please email licensing@hoaic.com to have the appointment removed.

If I am a branch/sub-agent, do I get Individual commissions?

Please reach out to your master agency home office for all commission related questions.

Do my producers need individual logins?

If your agency is configured to have one login per location, individual logins will not be provided for your producers.

Where can I find how to run a quote?

Please refer to the PTS 6.0 Reference Guides Book for step-by-step instructions on how to run a quote, access reports, and other processes. You can also visit the [Agent Resources Page](#) for demos on how to generate reports and quotes.



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What if I am having trouble with the quote?

Contact Underwriting for questions or issues regarding quotes.

Underwriting

Hours: 8:00 AM - 6:00 PM CST

Phone: 1-866-407-9896 (Option 3)

Email: underwriting@hoaic.com

What if my agency moves or changes their phone number?

Complete the [Agency Information Update Requests](#) online form for your request to be sent to Licensing.

Who do I contact if I wish to terminate my contract with HOAIC?

Please reach out to licensing@hoaic.com.

What if I need to run my commission report?

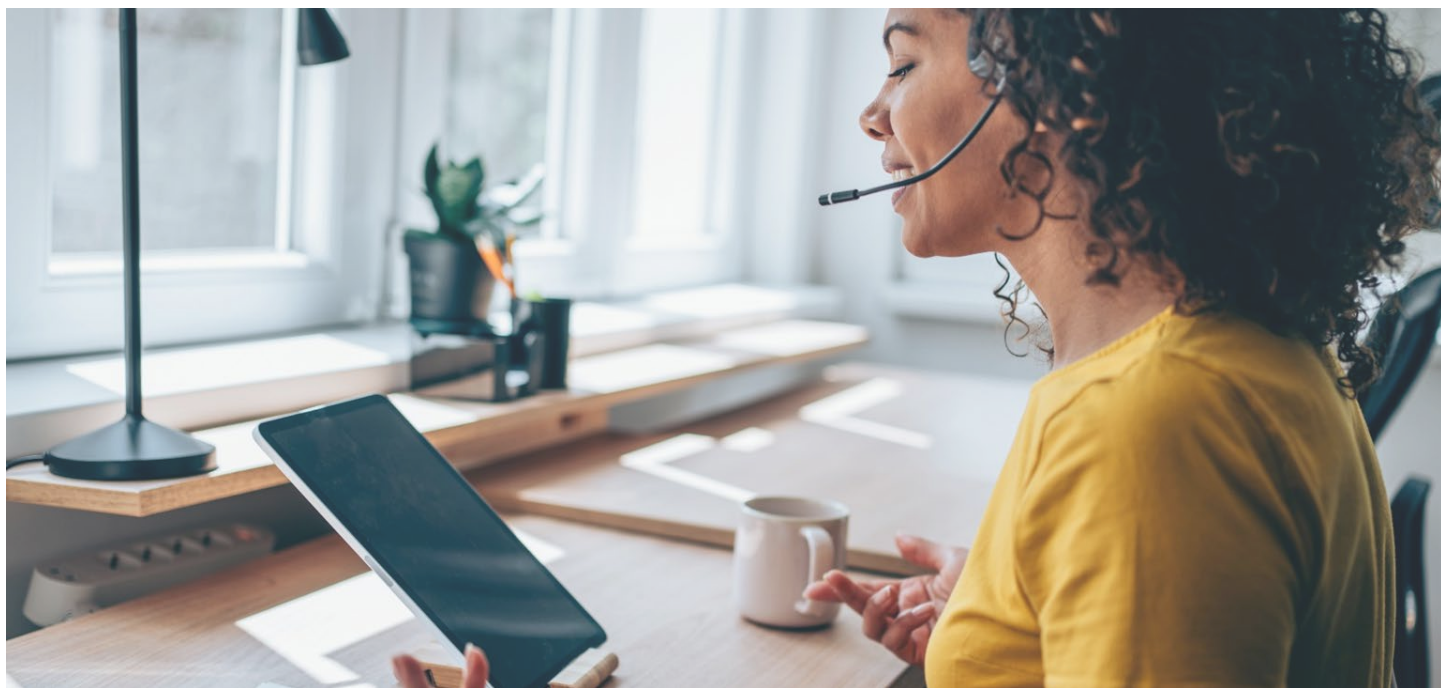
If you are compensated individually, you have the capability to generate this report on your end. Please refer to the PTS 6.0 Reference Guides Book for step-by-step instructions on how to access various reports. For agencies not paid individually, kindly contact your home office.

What if my agency name changes?

Email licensing@hoaic.com and provide a copy of your updated agency license under the new name along with your W9. If a new contract is necessary, they will guide you through the next steps.

What if I need to add a producer to my agency?

Complete the [Agency Producer Additions](#) online form for your request to be sent to Licensing.



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