



## Graham-Rogers, Inc.

(800) 456-8123

[www.graham-rogers.com](http://www.graham-rogers.com)

P.O. Box 1628

Bartlesville, OK. 74005-1628

### Fax Numbers:

Accounting: 918-337-3627

Personal Lines: 918-336-7196

Specialty Lines: 918-337-0819

Transportation: 918-336-4842



## Standard Lines Services

*A division of Graham-Rogers, Inc.*

## Standard Lines Services

(800) 570-0767

[www.sls-ins.com](http://www.sls-ins.com)

P.O. Box 668

Bartlesville, OK. 74005

### SLS Fax Number:

918-336-2178

# RESOURCE GUIDE - FALL 2011

Underwriter Contact Information & Available Products Guide

# Accounting

Phone: (800) 456-8123

Accounting Fax: (918) 337-3627

## Manager

Traci Patton · ext. 208

traci.patton@graham-rogers.com

## Premium Financing

Stacey Nading · ext. 245

stacey.nading@graham-rogers.com

## Accounts Receivable / Agency Accounting

### Graham-Rogers, Inc.

Staci Hardesty · ext. 212

staci.hardesty@graham-rogers.com

### Standard Lines Services

# Administration

Phone: (800) 456-8123

Administration Fax: (918) 337-3627

## Vice President

Jerry Lesch · ext. 200

jerry.lesch@graham-rogers.com

## Marketing

### Marketing Director / Field Representative (OK)

Kent Casteel · (405) 820-7634

kent.casteel@graham-rogers.com

### Field Representative

Rick Farmer · (417) 379-2940

rick.farmer@graham-rogers.com

## Agency Updates

Melanie Stephens · ext. 204

melanie.stephens@graham-rogers.com

# Transportation

Phone: (800) 456-8123

Transportation Fax: (918) 336-4842

## Manager

Allison Hackler · ext. 207

allison.hackler@graham-rogers.com

## Underwriters

Gina Diller · ext. 201

gina.diller@graham-rogers.com

Lynnette Gunter · ext. 234

lynnette.gunter@graham-rogers.com

Mary Roberts · 918-766-2999

mary.roberts@graham-rogers.com

## Fleet - All States

Judy Thomison · ext. 260

judy.thomison@graham-rogers.com

## Renewals - All States

Linda Evans · ext. 205

linda.evans@graham-rogers.com

Angela Murphy · ext. 258

angela.murphy@graham-rogers.com

## Filings - All States

Tiffany Standridge · ext. 229

tiffany.standridge@graham-rogers.com

Rachel Windle · ext. 328

rachel.windle@graham-rogers.com

## Certificates of Insurance - All States

Tiffany Standridge · ext. 229

tiffany.standridge@graham-rogers.com

## What We Can Write

Local, Intermediate and  
Long-Haul Trucking, including:

Auto Liability · Auto Physical Damage  
Motor Truck Cargo · Truckers General Liability

### Special Types

Emergency Vehicles · Driver Training Schools  
Refuse Pickup · Street Sweepers  
and more

### Business Auto

Delivery Services · Artisans/Contractors  
Escort Vehicles · Oilfield Service Vehicles  
Hot Shots · Tow Trucks · Fuel Haulers  
and More

### Public Auto

Limos · Churches  
Schools and Day Cares  
Group Homes · Social Services

## Our Companies

Northland Insurance Group  
Scottsdale Ins / National Casualty  
National Indemnity · Hartford Livestock

# Specialty Lines

Phone: (800) 456-8123

Specialty Lines Fax: (918) 337-0819

## Manager

Donna Miller · ext. 209

donna.miller@graham-rogers.com

## Underwriters

Erin Davison · ext. 331

erin.davison@graham-rogers.com

Amber Lay · ext. 231

amber.lay@graham-rogers.com

Meredith Cole · ext. 228

meredith.cole@graham-rogers.com

## Renewals / CertServe

Danielle Castro · ext. 269

danielle.castro@graham-rogers.com

Marsha Sumner · ext. 225

marsha.sumner@graham-rogers.com

Felicia Eldridge · ext. 226

felicia.eldridge@graham-rogers.com

## What We Can Write

Artisan Contractors	In-Home Business
Beauty Shops	Inland Marine
Builder's Risk	Light Manufacturing
Commercial Property	Liquor Liability
Convenience Stores	Medical Equipment
Day Care Centers	Oil-Related Contractors
Demolition Contracts	Personal Umbrella
Emergency Care Services	Pest Control Services
Equipment Coverage	Power Washers
Equipment Rental	Restaurants
Exercise / Health Clubs	Special Events
Garage Liability	Tanning Salons / Body Care
General Contractors	Vacant
General Liability	Welding
Health Care	

## Our Companies

National Fire & Marine · Northfield  
Maxum · Burlington Insurance Group  
General Star · Western World · RLI  
Scottsdale Ins · Lloyd's of London · Montpelier

# Personal Lines

**Phone:** (800) 456-8123

**Fax:** (918) 336-7196

## Manager

Carol Partridge · ext. 101

carol.partridge@graham-rogers.com

## Operations Manager

Marsha Hammond · ext. 116

marsha.hammond@graham-rogers.com

## Underwriters

Marla Kindred · ext. 211

marla.kindred@graham-rogers.com

Emily Waggoner · ext. 235

emily.waggoner@graham-rogers.com

Janelle Swart · ext. 233

janelle.swart@graham-rogers.com

## Flood Inquiries

Stacey Cholakian · ext. 227

stacey.cholakian@graham-rogers.com

## Endorsement Processing

Deborah Holmes · ext. 247

deborah.holmes@graham-rogers.com

## Underwriter Assistant

Stacey Cholakian · ext. 227

stacey.cholakian@graham-rogers.com

Alice Craddock · ext. 105

alice.craddock@graham-rogers.com

Randy Goulden · ext. 215

randy.goulden@graham-rogers.com

## Password / Billing Questions

Randy Goulden · ext. 215

randy.goulden@graham-rogers.com

# What We Can Write

Specialty Homeowners (H-10)

Rental Dwelling

Vacant Dwelling

DP-3 Rental Only

Motorcycles / ATVs

Watercraft & Personal Watercraft

Mobile Homes

Travel Trailer

Motor Home

Flood

Collector / Antique Auto

Dwelling / MH Schedules

Umbrella & Excess CPL

Comprehensive Personal Liability

10+ Property Schedule

# Our Companies

American Modern Home Insurance Group

Markel American · American Reliable

American Bankers · Hudson Insurance Group

# Standard Lines Services

## **Commercial Lines** - Service Center Contact Information

Many of our companies now offer Service Center access to sub-agents.

**When calling or emailing requests to carriers, always start by identifying yourself as, “ (agent name), a sub-agent to Standard Lines Services, a division of Graham-Rogers, Inc.”**

You must give them the complete statement in order to access services. All requests must contain the named insured, policy number and effective date of changes.

### **Hartford Service Center**

**(800) 447-7649    [agency.services@thehartford.com](mailto:agency.services@thehartford.com)**

All Hartford inquiries, policy change requests and certificate requests should be called into the Service Center directly.

Policy change and certificate requests may also be emailed to [agency.services@thehartford.com](mailto:agency.services@thehartford.com)

### **Hanover Service Center**

**(800) 308-7143    [CLCSC@hanover.com](mailto:CLCSC@hanover.com)**

All billing inquiries should be called into the Service Center, directly. Policy change requests and certificate requests can be emailed to [CLCSC@hanover.com](mailto:CLCSC@hanover.com).

### **Travelers Service Center**

**(888) 661-3938    [scenter@travelers.com](mailto:scenter@travelers.com)**

**Billing Department (800) 252-2268**

All billing inquiries should be called into the Billing Department directly. Policy change requests and certificate requests can be emailed to [scenter@travelers.com](mailto:scenter@travelers.com) as well as called into the service center.

### **CNA Service Center**

**(877) 724-2669    [sbiccsr@cna.com](mailto:sbiccsr@cna.com)**

Billing inquiries can be called into the service center. Policy changes and certificate requests must be emailed to [sbiccsr@cna.com](mailto:sbiccsr@cna.com) as phone requests are not acceptable. (Be sure to indicate either certificate or policy change in the subject line of the email for expedited processing.)

# Standard Lines Services

Standard Lines Services (SLS), a division of Graham-Rogers, Inc., provides a gateway to standard markets for agencies, particularly those in small rural areas whose access is restricted due to premium volume commitments associated with standard contracts.

## Manager

Carol Partridge · ext. 101  
carol.partridge@sls-ins.com

## Personal Lines Coordinator

Marsha Hammond · ext. 116  
marsha.hammond@sls-ins.com

## Personal Lines Underwriters

Shelli Rainey · ext. 244  
shelli.rainey@sls-ins.com

Donna Gaines · ext. 114  
donna.gaines@sls-ins.com

Erin Furry · ext. 336  
erin.furry@sls-ins.com

## Commercial Lines Underwriters

Kelly Clark · ext. 109  
kelly.clark@sls-ins.com

Dustin Hammond · ext. 107  
dustin.hammond@sls-ins.com

## P.L. Underwriter Assistants

Michelle Stierwalt · ext. 112  
michelle.stierwalt@sls-ins.com

Andrea Whitchurch · ext. 339  
andrea.whitchurch@sls-ins.com

Jennifer Turner · ext. 104  
jennifer.turner@sls-ins.com

## P.L. Endorsement Processing

Joann Stewart · ext. 333  
joann.stewart@sls-ins.com

## C.L. Underwriter Assistants

Nikki Lairson · ext. 110  
nikki.lairson@sls-ins.com

Melissa Holden · ext. 102  
melissa.holden@sls-ins.com

Phone: (800) 570-0767

Fax: (918) 336-2178

## What We Can Write

### Personal Lines Products

Monoline Auto  
Homeowners  
Auto / Home Package  
Monoline Boats / Yachts  
Inland Marine  
Umbrella

### Commercial Lines Products

Monoline Property  
Business Auto  
Builders Risk  
Misc. Liability  
Packages  
Workers Compensation  
Agri-business  
Livestock

## Our Companies

Travelers · Safeco · Encompass · MetLife · Hartford  
CNA · Great American · Zurich Builder's Risk  
Amtrust WorkComp Program