

## Need Assistance?

Learn the various ways to contact BASIC below...

### For sales related items like:

1. I need a quote
2. Do you provide this service
3. We have a new group that needs to be onboarded

Email BASIC's Sales Support team at [sales@basiconline.com](mailto:sales@basiconline.com)

### For new business related questions where you would like to speak to someone like:

1. We have questions about a new service and would like to speak to someone
2. We have a new broker we'd like you to meet
3. We have a question from an existing broker that would like to speak to someone

Contact your BASIC representative Ernie Harris at [eharris@basiconline.com](mailto:eharris@basiconline.com) | 727.512.6021 or you can schedule time with Ernie using the following links:

- <https://calendly.com/interest-ingblazer/15min>
- <https://calendly.com/interest-ingblazer/30min>



### For service related questions or issues, there are three options:

1. For immediate questions or emergencies, the best option is to call 800.444.1922. The new phone tree will provide fast routing to get you to the right resource to answer your questions. Average Speed to Answer performance levels for the customer care center are at or below 2 minutes.
2. For other requests that you don't want to call about, or want to just submit and wait for a response/resolution, you can send an email to [cobra@basiconline.com](mailto:cobra@basiconline.com).
3. If you have question outside routine administration or have a problem that needs to be escalated, you can contact your Account Manager Jennifer Nielsen at [jnielsen@basiconline.com](mailto:jnielsen@basiconline.com).