We’re here when you need us most!

**Customer Service** — You are assigned a specific Customer Service Agent (CSA), backed by a Service Team, who knows you by name and is accountable to provide prompt, accurate and friendly service.

**Contact Us** — We make it easy! Your CSA is ready to help. Just call or email direct to your CSA or drop in for visit.

- Ask billing questions, make a payment, add or remove autos or drivers, make coverage changes, get quotes, report claims or any service need – you can reach your Customer Service Agent with a direct phone number or email.

Visit [www.Am-Ins.com/staff-directory](http://www.Am-Ins.com/staff-directory) for more information about our agents and staff.

**Personal Lines Services** (Auto, Home, Renters, Motorcycle, Boat, RV, ATV)

**Lewiston Personal Customers**
- Last Names A to G – Tina Heitmann, CSA, (208) 816-4393, Email: [TinaH@Am-Ins.com](mailto:TinaH@Am-Ins.com)
- Last Names H to M – Shelly Abel, CSA, (208) 816-4396, Email: [ShellyA@Am-Ins.com](mailto:ShellyA@Am-Ins.com)
- Last Names N to Z – Natasha Sullivan, CSR, (208) 816-4394, [NatashaS@Am-Ins.com](mailto:NatashaS@Am-Ins.com)

**Moscow Personal Customers**
- Last Names A to Z – Aimee Martinez, CSA (208) 816-4165, Email: [AimeeM@Am-Ins.com](mailto:AimeeM@Am-Ins.com)
- Backup – Jenni Waters, CSA (208) 882-8544, Email: [JenniW@Am-Ins.com](mailto:JenniW@Am-Ins.com)

**Commercial Lines Services** (Farm, Business, Business Auto, Workers Comp, Bonds)

**Lewiston Business Names**
- Owners’ Last Names A to J – Anna Franklin, CSR (208) 816-4583, Email: [AnnaF@Am-Ins.com](mailto:AnnaF@Am-Ins.com)
- Owners’ Last Names K to Z – Karen Virgin, CSR (208) 816-4585, Email: [KarenV@Am-Ins.com](mailto:KarenV@Am-Ins.com)

**Moscow Business Names**
- Owners’ Last Names A to Z – Karyl Wayt, CSR (208) 816-4587, Email: [KarylW@Am-Ins.com](mailto:KarylW@Am-Ins.com)

**VOICE MAIL**: We want to give you immediate assistance, but if your Customer Service Agent is helping another customer when you call, please leave a detailed message. If you must leave a Voice Mail, our goal is to call you back within 1 hour.

**Online Service – 24/7** — Visit [www.Am-Ins.com/service-center](http://www.Am-Ins.com/service-center) after hours, weekends or anytime for online policy services. Visit the Service Center to make payments, report claims and request policy changes direct to the insurance company. You can also do online quotes comparing up to 7 insurance companies or send us a request to do the quote for you.