



## Important Contacts

### [PartnerAgentService@biberk.com](mailto:PartnerAgentService@biberk.com)

- For all “how to” questions.
- Timelines, Documents (ex: COI's), Special Submissions, Appetite Guide, etc.
- When in doubt, this is the contact to use.
- Can be reached between 8a-8p CST at 855-430-7220

### [TechnicalHelpForAgents@biberk.com](mailto:TechnicalHelpForAgents@biberk.com)

- Log-in Issues
- New Users
- Any potential IT related issues.
- Replaces [partneraccess@biberk.com](mailto:partneraccess@biberk.com) as of January 2024

### [PolicyServices@biberk.com](mailto:PolicyServices@biberk.com)

- Only email cancellations and lost policy releases (LPR).
- Always reference policy number(s).
- Exclusion or Inclusion Forms

### [Underwriting@biberk.com](mailto:Underwriting@biberk.com)

- ONLY email regarding a referred application or issued policies.
- MUST be accompanied by a BSP Conversation.
- Do NOT send paper applications.

### [Claims@biberk.com](mailto:Claims@biberk.com)

- Loss Runs
- Any related claims inquiries.