

Subject:

🎉 Velocity Risk | Meet Kristen Gardom Your Small Commercial

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Meet Kristen Gardom | Your Small Commercial Underwriter: Fun Facts + Pro Tips!

We're excited to introduce you to your assigned underwriter — your go-to person for risk-specific support and guidance! Below is a little about them, along with a quick guide on who to contact for what. Knowing the right resource can save you time and get you answers faster!

🎉 Meet Your Underwriter: Kristin Gardom

📍 **Lives in:** Gainesville, GA

🍕 **Food Obsession:** Chilaquiles

📖 **Recommends reading:** The Langoliers by Steven King

🎬 **All-time favorite movie:** I love 80's comedies, but my favorite is "Better Off Dead" with John Cusack

🏖️ **Dream vacation spot:** Anywhere with a beach

🏈 **Will never miss a game from:** My daughter's 4th grade football team - The Lanier Lions.

🗣️ **Little-known fun fact:** I was in a flash mob at an outdoor mall near where I live. 💬 **Best advice for new agents:** *"Get to know the portal and how to submit referrals when needed. It's self-servicing in most cases and very easy to use."*



Reach Kristen at:  kgardom@velocityrisk.com |  615-62-9110

Need Help? Customer Service or Underwriter

 **Start with Customer Service when you need:**


- ☒ General information
- ☒ Risk status updates
- ☒ Endorsement or cancellation requests
- ☒ Other general support or inquiries


 **Go to Your Underwriter for:**


- ☒ Risk-specific questions
- ☒ Submission clarifications
- ☒ Anything Customer Service doesn't cover

Customer Service Contact Details

 smb.underwriting@velocityrisk.com |  844-878-1267

 **Live Chat** directly in the quoting platform (*fastest option!*)

 If your issue needs an underwriter, Customer Service will make the referral directly. Risks referred directly in the quoting platform automatically go to your underwriter.

 **Reminder:** You can do many endorsements yourself – check out the [Knowledge Center](#) for training and tips on how to self-service your policies.

We are here to support your success. If you have any questions or need further assistance, please don't hesitate to give us a call. Our team is here to assist you. We will continue to work hard to be your carrier of choice for coastal risks.

Steven Schallau, CIC

Distribution Manager - Small Commercial

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