

From: [Steven Schallau](#)

Subject: 🎉 Velocity Risk | Meet Sami Villwock Your Small Commercial

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Meet Sami Villwock | 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: Sami Villwock

📍 **Lives in:** Nashville, TN

🍕 **Food Obsession:** Blueberry bagels

📖 **Recommends reading:** On the Road by J. Kerouac

🎬 **All-time favorite movie:** A League of Their Own

🌆 **Dream vacation spot:** New York City

🏈 **Will never miss a game from:** Javy Baez



🧐 **Little-known fun fact:** I have been a vegan since I was 9 years old

💬 **Best advice for new agents:** *"When in doubt about something, reach out ahead of time. I'd much rather know the full story pre-bind than find out at inspection."*



Reach Sami at: ✉ svillwock@velocityrisk.com | ☎ 615-957-8433


Need Help? Customer Service or Underwriter


- | | |
|---|--|
|  Start with Customer Service when you need: |  Go to Your Underwriter for: |
| <input checked="" type="checkbox"/> General information | <input checked="" type="checkbox"/> Risk-specific questions |
| <input checked="" type="checkbox"/> Risk status updates | <input checked="" type="checkbox"/> Submission clarifications |
| <input checked="" type="checkbox"/> Endorsement or cancellation requests | <input checked="" type="checkbox"/> Anything Customer Service doesn't cover |
| <input checked="" type="checkbox"/> Other general support or inquiries | |

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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