

From: [Velocity Small Commercial](#)

Subject: Velocity Risk Small Commercial | Underwriting Support is Evolving.

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Faster Support. Fewer Referrals.

Beginning **September 25**, we're enhancing the way you access underwriting support for your Small Commercial business — with a focus on faster answers, real-time assistance, and a more efficient quoting experience.

Expanded system capabilities will allow more quotes to move through the system without requiring an underwriting referral. When you do need help, our **Underwriting Support team** gives you direct access to real people who can help answer questions and provide the support you need.

Here's what you can expect:

Live Chat | Real-time support from real people

For the fastest response, contact our team via Live Chat for submission questions, pricing reviews, renewal discussions, and other underwriting needs.

You can also reach us at

Phone: 844-878-1267

Email: smb.underwriting@velocityrisk.com

Underwriting Escalations | Expertise when it's needed

When an account requires additional review or underwriting judgment, experienced underwriters will continue to handle escalations and provide timely decisions.

System Enhancements | Improving efficiency

Also beginning September 25th, certain accounts that previously required an underwriting referral based on roof score will now be processed automatically -

reducing manual referrals and helping you get quotes faster.

And we're not stopping there. Additional system enhancements are planned to continue reducing unnecessary referrals, improving efficiency and making it easier to quote and manage your Small Commercial business with Velocity.

Fewer referrals. Faster Turnaround. Real-Time Support.

Underwriting expertise when it matters.

Start Quoting Now

Be sure to visit our **Knowledge Center** for updated versions of our Product Guide and training materials..

Visit the Knowledge Center

Your Resource Center for Product
and System Information

Contact Steven Schallau | Distribution Manager

Contact Underwriting Support

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