

**Q: How do I request an appointment application?**

A: Once you have completed the required training, an appointment application will be sent to you from [corp.marketing@gainsco.com](mailto:corp.marketing@gainsco.com). It can take five business days from the time when training is complete before the appointment application is sent to you.

**Q: I have multiple agency locations, will I need to complete an appointment application for each of the locations?**

A: Yes, we do need an appointment application completed for each location. Once your legacy agency location has been set up in GAINSCO's systems, we'll send you appointment applications for your additional agency locations (MOAs).

**Q: How will I receive an appointment application?**

A: You will receive an email from [corp.marketing@gainsco.com](mailto:corp.marketing@gainsco.com). Inside the email, click the **"Click here to get started."** link to open the application.

**Q: I clicked "Save" or "Next" to move to the next section and received a 302 Error. What does this mean? What do I do?**

A: A 302 error means that your application has timed out for security reasons. When this happens, close the browser window and return to your application email from [corp.marketing@gainsco.com](mailto:corp.marketing@gainsco.com). Then, click the **"Click here to get started."** link again to continue with the application at the point where it was last saved.

**Q: How do I know which fields are required?**

A: Required fields on the application are marked with a red asterisk (\*).

**Q: Who do I contact if I have questions while completing my appointment application?**

A: Contact your GAINSCO Sales Leader at **866-805-1344** or email [SFSalesSupport@gainsco.com](mailto:SFSalesSupport@gainsco.com).

**Q: Which bank account do I use for my Agency Sweep Account?**

A: Use your current State Farm Premium Fund Account for the Agency Sweep account. GAINSCO payments collected by you will be deposited to this account.

**Q: Which one do I select, ACH Batched or Unbatched for Agency Sweep Account Payment Type?**

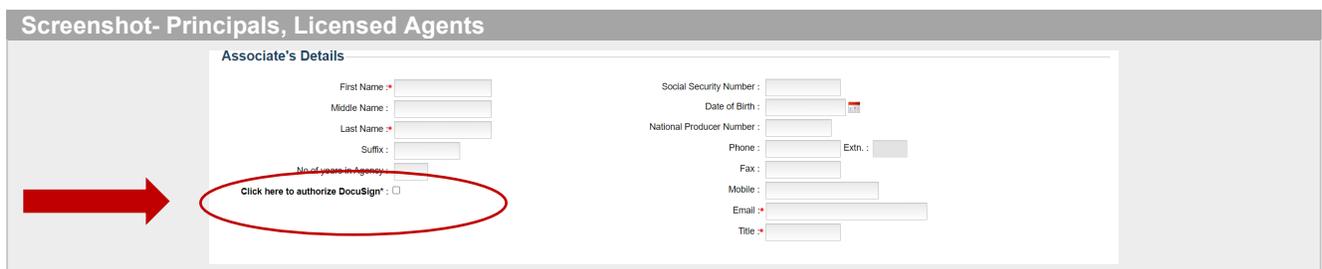
A: Best practice is to select Agency Sweep Batched for the payment type. This means that sweeps are batched and sent together at one time. There may be a slight delay in batches sent to the bank from the time they are incurred. Agency ACH Unbatched- sweeps are sent individually.

**Q: Which bank account do I use for my Commissions Account?**

A: Input the information for the bank account where you would like commission payments direct deposited.

**Q: Under the Principal and Licensed Agent section, I am getting an error when I attempt to add myself (State Farm Agent) as a Principal. What do I do?**

A: Most commonly this error occurs when the **"Click here to authorize DocuSign"** checkbox has not been selected. See *example below*.



**Q: I don't see anything listed under Step 4. What do I do?**

A: Click the green "Next" button in the bottom right-hand corner to move to Step 5.

**Q: Once I've submitted my appointment application, what should I expect to see next?**

A: After submitting your application, you'll receive a DocuSign email to sign your application. Once the application has been signed, GAINSCO's Licensing Team will start the onboarding process. Once the process is complete, we'll email you with next steps.