



## Contact List

**Main Phone Number:**

**315-454-8700 (ext 2)**

***If you are unsure who to contact, please email:***

[ClientServices@simonsagency.com](mailto:ClientServices@simonsagency.com)

### **Client Services Handles:**

*General Client-Related Questions & requests, Client Access Website(CAW) Issues, Reporting, and Account Updates*

**Client Services:**

Andy Backus  
[andrew.backus@simonsagency.com](mailto:andrew.backus@simonsagency.com) Extension #201

**Placements:**

*Questions & Confirmations*

Melissa Ramon  
[melissa.ramon@simonsagency.com](mailto:melissa.ramon@simonsagency.com) Extension #213

*Technical Placement Issues*

Kenni Wise  
[kenni.wise@simonsagency.com](mailto:kenni.wise@simonsagency.com)

**Client Services Supervisor:**

Taylor Portzline-Fanizzi  
[taylor.portzline@simonsagency.com](mailto:taylor.portzline@simonsagency.com) Extension #204

**Director of Client Services:**

Sherry Lane  
[sherry.lane@simonsagency.com](mailto:sherry.lane@simonsagency.com) Extension #202  
Direct Line 315-679-5953  
Cell: 315-420-5450

**Disputes/Legal:**

*Legal, Disputes, Probate, Research*

Brianna King  
[brianna.king@simonsagency.com](mailto:brianna.king@simonsagency.com) Extension #216

**E-Oscar/Bankruptcies:**

*Credit Reporting & Bankruptcies*

Leah Waffle  
[leah.waffle@simonsagency.com](mailto:leah.waffle@simonsagency.com) Extension #214

**Reporting Payments:**

[Client Access Web Portal \(CAW\)](#)

**Collections Manager:**

Denise Ambrose Extension #115

**Collections Manager:**

Todd Winsor Extension #120

**Mailing Address:**

Simon's Agency, Inc. PO Box 5026, Syracuse, NY 13220

**Physical Address:**

Simon's Agency, Inc. 4963 Wintersweet Drive, Liverpool, NY 13088