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Marketing material such as mailers, emails, Happy Birthday messages, etc. will have the Primary agents and contact info on it.

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SigNet messages such as Final Due reminder, Insurance reminder, etc. (anything related to this trip) will come from the 'Res Card Agent' agent.

What are the rules for changing the Primary Agent in a profile?

There are reasons you can...

 The primary agent no longer works here
There is NO travel history in the profile, OR it has been several years since they have traveled.
The Client tells you they would rather not work

with the Primary agent anymore.

If you have questions, please call the support team and ask. Thank you!