

Apartments.com Contact List

Directing your request to the right department will ensure smooth and timely processing. The following departments are available to answer your questions at each stage of the advertising process.

Before Your Ad is Online

Prior to the production of your ad, an Ad Production Coordinator (APC) will contact you to walk you through the process. If you have additional questions, you may call your APC directly or contact the Production department:

Email: newads@apartments.com

Fax: (312) 601-6096

Mail: Apartments.com, Attn: Production, 175 W. Jackson Suite 800, Chicago, IL 60604

After Your Ad is Online

After your Apartments.com ad is live, please contact our Finance, Customer Service or Sales department, depending on your request.

Finance

Contact Finance with billing questions or changes to your invoice destination:

Email: billing@classifiedventures.com

Call: (888) 658-RENT ext. 1

Customer Support

Contact Customer Support with changes to vital information (Phone, Fax or Property Manager) or ad changes that cannot be made with the **Property Listing Updater**:*

Email: support@apartments.com

Call: (888) 658-RENT ext. 3

Fax: (800) 416-0216

Sales

Contact Sales for information on additional products (Postcards, Property on a Disk, Special Offers) or to reach an Account Executive or Account Manager:

Email: sales@apartments.com

Call: (888) 658-RENT ext. 2

* Utilizing the **Property Listing Updater** allows your changes to be made in the most time-efficient manner (within one hour of submission). To make changes through email, fax or phone, please allow for a turnaround time of 2 business days for text changes and up to four days for photo or logo changes.