

# Harleysville Life Customer Contact Center



*For the best in life customer service*



## Hours of operation

**Monday-Thursday:** 8 a.m. to 5 p.m. (ET) **Friday:** 8 a.m. to 4:30 p.m. (ET)

## How to reach us



**Phone: 1-800-222-1981**

**Press 1  
for group life and disability**  
Then 1 for billing

**Press 2 for claims**  
Then 1 for life claims  
Then 2 for short term  
disability claims

**Press 3  
for individual life or annuity**  
Then 1 for billing or  
customer service



**Fax**  
215-256-7683

215-513-6410

215-256-7683



**Email**  
grouplifeadministration@  
harleysvillegroup.com

lifeclaims@  
harleysvillegroup.com

lifecustomersupport@  
harleysvillegroup.com



**Mail**  
Harleysville Life Insurance  
PO Box 253  
Harleysville, PA 19438-0253

Harleysville Life Insurance  
PO Box 249  
Harleysville, PA 19438-0249

Harleysville Life Insurance  
PO Box 250 (for premium)  
PO Box 253 (for other correspondence)  
Harleysville, PA 19438-0250

## Types of information/assistance provided



### Billing inquiries

- Account review
- Billing schedule adjustments
- Amount due
- Copy of invoice
- Credit card payment/check by phone request
- Preauthorized check (PAC) payment
- Pay plan change
- Reinstatement request
- Refund questions

### Policy changes/functions

- Beneficiary changes
- Address changes
- Death benefit changes
- In force permanent policy projections
- Duplicate policy
- Loan and partial withdrawal processing
- Policy surrender and terminations
- Annuity distribution
- Cash value calculations
- Collateral assignment

### Claims reporting

- Life
- Accidental dismemberment
- Short and long term disability
- Life waiver of premium

## For accessHarleysville®—agency portal assistance



**1-888-547-8547**

- **Access** (Trouble accessing the agent portal?)
- **Navigation assistance**