

To: All Harleysville Agencies That Use Transformation Station

May 14, 2009

Real Time inquiry available now to agencies that use Transformation Station™

Access to your customers' policy, billing and claims information from Harleysville's systems has never been easier

Harleysville is pleased to announce new Real Time inquiry functionality for all agencies using Transformation Station™ for agency/company interface.

Effective immediately, this enhancement enables you to obtain commercial and personal lines policy information as well as billing and claims summaries in Real Time—*without ever leaving your agency management system!*



Plus, in the case of billing and claims summaries, our system will immediately return a PDF of the document for you to print or save.

See how easy our new inquiry capability is to use ...

Read our [step-by-step instructions](#) on how to use our new inquiry function and take it for a test drive on your agency's system today.

... and consider going 'green' for commercial lines by choosing not to receive the 'agent's copy' of your CL client's dec page

For your commercial lines accounts, you can choose to go "green" by asking us to stop mailing you an "agent's copy" of each CL client's dec page—since you can use Transformation Station to view this document online. This choice is available by line of business, and you can contact your local Harleysville branch to make the request. At present, our personal lines system automatically generates paper copies of the "agent's copy" of dec pages, but we expect to add a paperless option for these policies, as well. Look for that announcement soon.

Questions or concerns?

If you need assistance with this new functionality, please contact your agency management system vendor. For questions relating to policy information, contact our Harleysville customer support center at 888.547.8547, option #3.

Did you know ...

Harleysville is a leader among insurers in the extensive [Download capabilities](#) we offer, and we're introducing significant Upload/Real Time capabilities in the third quarter of 2009. Stay tuned for more information on our upcoming enhancements!