

Harleysville and Nationwide partner to serve PL property and CL claimants

As reported in the May issue of *In the Know*, Harleysville recently began using Nationwide field associates to complete auto damage appraisals and total loss valuations for our customers. At the same time, Harleysville auto claimants gained access to Nationwide's *On Your Side*[®] Auto Repair Network facilities located across the United States.



In further efforts to leverage the benefits of the combined Nationwide organization, we are now extending a similar initiative to personal lines property claims. Harleysville will begin using Nationwide field associates to complete site inspections and prepare repair estimates for personal lines property (homeowners) claims. The goal of this initiative is to decrease the use of third-party independent appraisers, and provide better customer service. Harleysville will continue to own the coverage investigation, determination of necessary repairs, and payment of property.

We successfully piloted a program for PA personal lines claimants on May 20, and over the next 60 days we will continue rolling out this initiative to personal lines property claimants in various other states. It will also be extended to commercial lines in the coming months. Through this partnership, claimants will gain access to the Nationwide *On Your Side*[®] Property Repair Network (PRN) of preferred contractors across the U.S.

Harleysville and Nationwide share a strong commitment to providing exceptional claims service to each customer we serve. To make claimants aware of this new initiative, Nationwide claims associates working with Harleysville personal and commercial lines customers will identify themselves as a Nationwide representative who is providing these services on behalf of Harleysville.

For both auto and property claims, Harleysville customers will continue to report losses in the same manner they do today, either online via our corporate website, or by calling our toll-free claims reporting number at 800.892.8877.

We appreciate your partnership and support as we work to improve the service and offerings for our Harleysville customers. We do not anticipate any changes for our Harleysville agents; however, if you have any questions, please contact the Harleysville claims associate assigned to the loss. Or call John Holland at 888.549.9876, ext. 485005 or John Mannato at 800.523.6344, ext. 5053.