

How to connect with Harleysville personal lines



For information or assistance with processing, underwriting or claims

All personal lines processing and underwriting activities are handled in the home office in Harleysville, Pa.



Online: accessHarleysville//PL®

To experience true agency/company ease of doing business, log on to our agent portal at www.accessharleysville.com, click on the “NEW BUSINESS” tab, then the “PERSONAL LINES” tab, then select your coverage.



Email: erequest@harleysvillegroup.com

This email address should be used for all processing requests and general underwriting inquiries.



Phone: **1.800.433.6262**

Press 1 – for billing
Press 2 – for late pay reinstatements, policy status or premium discrepancies
Press 3 – for the Agency Automation Help Line
Press 4 – for risk approval, underwriting guidelines or general underwriting questions
Press 5 – for claims



Fax: **1.866.844.9635**

Use this number for both processing and underwriting purposes.



Mail: **For policy correspondence**

Harleysville Insurance
Personal Lines Processing
355 Maple Avenue
Harleysville, PA 19438-2297

For premium payments

Harleysville Insurance Processing Center
P.O. Box 37712
Philadelphia, PA 19101-5012

Harleysville Customer Contact Center

For the best in personal lines customer service

Hours of operation:

- **Monday-Friday:**
8 a.m. to 7 p.m. (ET)
- **Saturday:**
9 a.m. to 1 p.m. (ET)

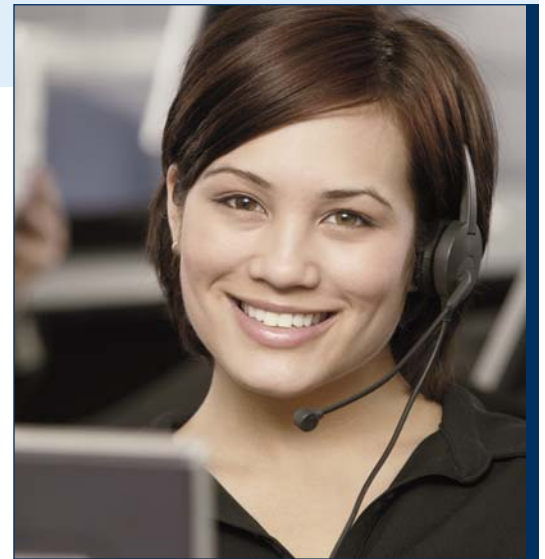
How to reach us:

1.800.433.6262

- **Press 1** – for billing
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 - **Press 3** – for the Agency Automation Help Line
- customersupport@harleysvillegroup.com**

Types of information/assistance provided:

- **Billing inquiries**
 - Account review
 - Billing schedule adjustments
 - Amount due
 - Copy of invoice
 - Credit card payment/Check by phone request
 - Electronic funds transfer (EFT) program
 - Pay plan change
 - Reinstatement request
 - Refund questions
- **Agent portal support**
 - Access (Trouble accessing our agent portal?)
 - Billing information (Need help with billing capabilities/information?)
 - Navigation assistance
 - Order supplies/marketing materials (Need help with SMARTworks® online ordering system?)



- **Rating support (both *accessHarleysville//PL*® and legacy system)**
 - Access (Trouble accessing our rating systems?)
 - Billing (Need help with setting up billing?)
 - LexisNexis® request
 - Endorsement
 - Entry assistance
 - ID cards
 - Locked out of quote
 - Loss/Violation issue
 - Lost quotes
 - New business issue
 - Pop-up blockers
 - Print issue
 - Quote error
 - Referral status (U/W)
 - StarPak®
 - Status of pending endorsement, new business, or renewal
 - System speed
 - Territory
 - Training