

# How to connect with Harleysville commercial lines



For information or help with your processing, underwriting, billing or systems issues

## ONLINE RATING [accessHarleysville//CL](http://accessHarleysville//CL)<sup>®</sup>



Agents can enter submissions for all commercial lines (except inland marine) and reserve their accounts via our agent portal and online rating system. To get started, log on to [www.accessharleysville.com](http://www.accessharleysville.com), click on the “NEW BUSINESS” tab, then the “COMMERCIAL LINES” tab, then select your coverages.

## LIVE CHAT [accessHarleysville//CL](http://accessHarleysville//CL)<sup>®</sup>



For quick and efficient assistance from our Customer Contact Center staff, agents may use our Live Chat button, located in the top right corner of our CL rating system screen, to obtain real-time support while obtaining a quote or processing an amendment.

## PHONE **1.888.547.8547**



**Press 2** for commercial lines support.  
**Press 3** for the Agency Automation Help Line.  
**Press 5** for billing.

## FAX **1.866.220.6350**



Use this number for both processing and underwriting purposes.

## MAIL **For CL policy correspondence** **For all P&C premium payments**



Harleysville Insurance  
Commercial Lines Processing  
P.O. Box 0083  
Harleysville, PA 19438-0083

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

## SPECIAL EMAIL [dmv@harleysvillegroup.com](mailto:dmv@harleysvillegroup.com)



A dedicated email address for agents to send all department of motor vehicles (DMV)-related problems or issues. Upon receipt, our CL processing team will make sure the matter is addressed in a timely manner.

# Harleysville Customer Contact Center



Ready to assist our commercial lines agents



## 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

**1.888.547.8547**

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[customersupport@harleysvillegroup.com](mailto:customersupport@harleysvillegroup.com)



## Types of information/assistance provided

Harleysville's Customer Contact Center provides service to our agents and policyholders by telephone, email, and Live Chat (agents only). We also correspond with them via fax and the U.S. Mail. The scope of support offered by our team to meet our customers' needs includes a wide array of services, including:

### ■ Agent portal assistance

- Navigation
- Product information
- Incident reporting for business application-related issues

### ■ Billing assistance

- Inquiries
- Pay plan changes
- Premium breakdowns
- Status holds

### ■ Rating support

- *accessHarleysville//CL*<sup>®</sup> system navigation
- Technical support
- Basic account setup and transaction guidance

### ■ Agency technology support

- Upload/Download support
- User ID and password assistance to agency administrators

