

How to connect with personal lines.



For information or assistance with processing, underwriting or claims

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

ONLINE	<i>accessHarleysville//PL</i> [®]	
	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	<i>erequest@nationwide.com</i>	
	This email address should be used for all processing requests and general underwriting inquiries.	
PHONE	1-800-433-6262	
	Press 1 – for automated billing information Press 2 – for general customer service questions, including billing, late pay reinstatements, premium discrepancies, or policy status Press 3 – for rating system support 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 PL policy correspondence	For all premium payments
	Nationwide Insurance Personal Lines Processing 355 Maple Avenue Harleysville, PA 19438-2297	Nationwide Insurance Processing Center P.O. Box 37712 Philadelphia, PA 19101-5012



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 automated billing information
 - **Press 2**— for general customer service questions, including billing, late pay reinstatements, premium discrepancies, or policy status
 - **Press 3**— for rating system support
 - **Press 4**— for risk approval, underwriting guidelines, or general underwriting questions¹
 - **Press 5**— for claims
- **Customersupport@nationwide.com**

¹ Monday-Thursday: 8 a.m.-5:30 p.m. (ET); Friday: 8 a.m.-5 p.m. (ET)

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 to agent portal
 - Billing capabilities/information
 - Navigation assistance
- **Rating support (accessHarleysville // PL[®] and legacy system)**
 - Access to rating systems
 - Billing setup
 - 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

