

How to connect with commercial lines.



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

ONLINE RATING	<i>accessExpress® / accessHarleysville // CL®</i>	
	Agents can enter submissions for all commercial lines (except inland marine) and reserve their accounts via our agent portal. To get started, log on to https://portal.harleysvillegroup.com/login.aspx , click on the NEW BUSINESS tab, then the COMMERCIAL LINES tab. Once the account information is entered, the system will automatically route you to the appropriate rating system (either <i>accessExpress</i> for quick quoting, or <i>accessHarleysville//CL</i>) based on the line of business and individual risk characteristics.	
LIVE CHAT	<i>accessExpress® / accessHarleysville // CL®</i>	
	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 commercial lines rating screens — to obtain real-time support while obtaining a quote or processing an amendment.	
PHONE	1-888-547-8547	
	Based on the nature of your call, the prompts will direct you to the team most qualified to help you.	
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
	Nationwide Insurance Commercial Lines Processing P.O. Box 0083 Harleysville, PA 19438-0083	Nationwide Insurance Processing Center P.O. Box 37712 Philadelphia, PA 19101-5012
SPECIAL EMAIL	DMV@nationwide.com	
	A dedicated email address for agents to notify us of all department of motor vehicles (DMV)-related problems or issues. Upon receipt, our commercial lines processing team will make sure the matter is addressed in a timely fashion.	



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**
Based on the nature of your call, the prompts will direct you to the team most qualified to help you.
- **CustomerSupport@nationwide.com**



TYPES OF ASSISTANCE PROVIDED



Our 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**
 - accessExpress® / accessHarleysville//CL® system navigation
 - Technical support
 - Basic account setup and transaction guidance



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

