The EBC provides ease, transparency and time savings.

Handle routine inquiries and changes for your small, middle and large business client policies quickly and easily using the EBC, our online agent service portal. The following list describes all the transactions that can be completed using the EBC but the specific capabilities you have available will vary based on the type of policy.

Policy Management

All You Need To Manage Your Policies

View

- The important details of a policy in one convenient location
- On every nonpolicy specific page in the EBC, the Policy Search box displays and once clicked, opens a box to search by any policy number

View and Update

- Insured contact details

View and Download

- Policy documents for up to seven years (PDFs)

Billing

Most of these capabilities only apply to Direct bill policies.

Real-time Information Made Really Simple

View

- Minimum amount due
- Billed balance
- Last payment made
- Due dates for remaining installments
- Additional payment details when making a payment while logged into the EBC – like outstanding balance or pending payment
- Direct and payroll-billed policy commission statements (PDFs); enroll to receive CSV copies
- Agency bill statements (PDFs)

View and Download

- Transactional billing details by account
- Billing statements (PDFs)

Change Payment Plan Schedules

- Go from a 4-pay to a 10-pay plan, for example

The Hartford

Billing Continued - Most of these capabilities only apply to Direct bill policies.

Easily Submit for Processing

One-time Customer Payments

- Submit without logging in

Autopay Enrollment | Changes

- Enroll a customer
- Manage settings
  » Remove a policy from AutoPay
  » Change account draw date

Service Requests | Endorsements

Add or Change Info in Real Time

View and Generate

- View and edit existing recipients
- Generate certificates and summaries of insurance

Change

- Business name
- Mailing address

Change – Workers' Comp Policy

- Add, remove and/or replace business location(s)
- Edit class codes and/or payroll amounts
- Update employer's liability limits
- Include/exclude, edit or remove officers and exclusion status
- Add and/or remove specific or blanket waiver of subrogation including scheduled third parties

Submit for Processing

Change – Business Auto Policy

- Add or edit liability limits
- Add or remove drivers – processed in real time
- Add, remove or replace vehicles
- Suspend or reinstate vehicle coverage
- Edit vehicle coverage and garaging information

Change – General Policy

- Named insured
- Broker of Record
- Policy effective date
- Additional interest
- Agency code transfers

Endorsement – Generic

- Use for requests not covered by an existing form

Connect (Vertafore|Applied Only)

- Directly into the endorsement flow of the desired policy change

Change – Inland Marine Policy

- Add, remove or edit scheduled items and equipment

Change – Property, Liability and Business Owner's Policy

Add, remove or edit:

- Waiver of subrogation
- Scheduled equipment
- Employee dishonesty
- Data breach
- Employment practices liability (EPL)
- Hired and non-owned auto
- Professional liability
- Stretch®
- Umbrella
- Business location
- Property location
- Liability limits

Request

- Business auto identification card
- Policy cancellation

The Hartford

Reporting

Available in Real Time

View

- Accounts that are overdue, cancelled due to non-payment or recently paid up*

Key Activity Dashboards

View

- Customers who've registered for My Account and enrolled in eDelivery and AutoPay through the Customer Activity Dashboard
- Endorsement requests submitted through the EBC or My Account and related status through the Endorsement Tracker
- Audit status throughout the audit cycle through the Audit Status Dashboard

Submit for Processing

View

- Transactions processed within a time period you specify. You can also sign up for a daily email that delivers this information to your inbox.*
- List of policies you're required to deliver (agency-serviced business) because the customer didn't enroll in eDocs
- Financial snapshot of an agency's book of business

Access

- List of transactions processed by our Policyholder Services (PHS) Center for PHS-serviced business

Risk Engineering

Resources to Help Mitigate Risk

Risk Engineering Activity Notifications

- Upcoming site visits and virtual surveys
- Pending self-surveys
- Recent recommendations, status updates and more

Risk Mitigation Content

- Access to our Risk Engineering Library with hundreds of resources that can be shared with customers
- Filter expert developed content by industry or topic

Claims

Submitting Claims for Processing is Quick and Easy

File First Notice of Loss

- Submit for general liability, business property, workers' compensation and business auto losses

View

- Status
- Payments and reserve amounts and type

Access Loss Runs

- Get up to five years of loss history, or enter a customized date range

The Hartford

Agency Management Systems (AMS) Capabilities

Eliminate common time wasters to save costs with real-time services. Thanks to a streamlined workflow, quicker quotes and no service delays, your agency can regain hours of productive time, saving thousands of dollars per year.

Download

Have all the important policy information at your fingertips by downloading the following policy data into your AMS:

- Policy download – Business (Auto, BOP, WC) and Personal Insurance
- Claims download – Business and Personal Insurance
- Commission statement download – direct-billed and payroll-billed

ACORD EDocs and Messages

Spend less time in the EBC searching for documents and get real-time status updates with the following data sent directly into your AMS:

- Policy document (PDFs/commercial only)
- Bond policy document (PDFs)
- Billing and/or alerts into your “messages”
- Audit messages

EServices

Link directly to the EBC for your most commonly used functions via your AMS for a seamless experience.

- Direct link to the EBC
- Policy view inquiry
- Endorsements
- View billing information and get copies of bills
- Make payments
- Claim inquiries
- Bond inquiries (commercial only)
- Access loss runs (commercial only)

New Business Tools

Easily get a quote for a new customer, remarket existing clients or take advantage of consolidation opportunities.

- Submission (for mid to large business accounts)
- Quoting for small business

Capabilities May Differ Based on Your Management System

To see what your system supports, visit TheHartford.com/commercial-insurance-agents/real-time

Make Routine Policy Changes Fast and Easy.
Register today at **agency.thehartford.com**

The Hartford

*Online capabilities may differ depending on your policy.

Certain coverages vary by state and may not be available to all businesses. All Hartford coverages and services described on this page may be offered by one or more of the property and casualty insurance company subsidiaries of The Hartford Insurance Group, Inc. In Arizona, California, New Hampshire, Texas, and Washington by Hartford Fire Insurance Company, Hartford Casualty Insurance Company, Hartford Underwriters Insurance Company, Twin City Fire Insurance Company, Sentinel Insurance Company, LTD (CA license # 8701), Hartford Lloyd’s Insurance Company, Hartford Insurance Company of the Midwest, and Property & Casualty Insurance Company of Hartford and its property and casualty insurance company affiliates, One Hartford Plaza, Hartford, CT 06155.

The Hartford Insurance Group, Inc., (NYSE: HIG) operates through its subsidiaries, including underwriting company Hartford Fire Insurance Company, under the brand name, The Hartford®, and is headquartered at One Hartford Plaza, Hartford, CT 06155. For additional details, please read The Hartford’s legal notice at www.TheHartford.com.