

THE EBC MAKES 100% OF ROUTINE POLICY CHANGES EASY AS 1-2-3.

The Hartford's Electronic Business Center (EBC) is a fast and easy way to get all of your routine inquiries or changes handled for your small commercial, middle and large commercial accounts. Below are all the changes that can be made online. (Your actual capabilities will depend on the policy.)

POLICY MANAGEMENT

ALL YOU NEED TO MANAGE YOUR POLICIES.



VIEW

- The important details of a policy in one convenient location



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

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.



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



CHANGE - GENERAL POLICY

- Broker of record
- Policy effective date
- Additional interest
- Agency code transfer



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 - BUSINESS OWNER'S POLICY

Add, remove or edit:

- 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

REPORTING

AVAILABLE IN REAL TIME.



VIEW

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

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

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

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



ACCESS LOSS RUNS

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



VIEW

- Status
- Payments and reserve amounts and type

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 – Commercial (Auto, BOP, WC) and Personal Lines
- Claims download – Commercial and Personal Lines
- 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)
- Billing and/or alerts into your “messages”
- Bond policy document (PDFs)
- 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 commercial accounts)
- Quoting for small commercial



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 QUICK AND EASY.

Register today at agency.thehartford.com

*Online capabilities may differ depending on your policy.

The Hartford® is The Hartford Financial Services Group, Inc. and its subsidiaries, including Hartford Fire Insurance Company. Its headquarters is in Hartford, CT.

21-ML-848435 © July 2021 The Hartford



Business Insurance
Employee Benefits
Auto
Home