



The Hartford's Customer Service Center: Empowering Agents with Exceptional Support

Focus on Growth—Let Us Handle the Service

The Hartford's Customer Service Center is designed to help agents like you deliver outstanding service to your clients—while freeing up your time to focus on growing your business. For just 1% of your renewal premium, our highly trained and licensed service team will handle all your policyholders' service needs, including:

- Policy updates and endorsement requests
- Coverage and billing questions
- Claim reporting and support
- Payment processing

This means you can redirect your resources from service to sales, maximizing your agency's potential.

Affordable Excellence

► For an agency with a \$500,000 book of business, the annual cost for this comprehensive service is just \$5,000—a fraction of the value delivered.

Retain More Business with Proactive Support

Our team is dedicated to helping you retain your book of business. We resolve 95% of customer issues on the first contact, ensuring your clients receive fast, effective service. If a customer is shopping or considering cancellation, we notify you immediately—so you stay in control of your relationships and retention.

Professional Service—Backed by Expertise

- Specialized training in serving mature markets (50+ drivers and homeowners)
- Spanish support available via professional interpreter services
- Monthly reporting on customer service activity for your agency's insight including the types of calls we have taken on your behalf.

Flexible, Convenient Access for Customers

- Service Center available Monday–Friday, 8:00 AM to 8:00 PM EST
- 24/7 online access for your customers to manage policies, make payments, enroll in AutoPay, print ID cards, track claims, and more at Service.TheHartford.com
- Click to chat available for fast, convenient support
- Mobile app available for customers on both the Apple App Store and Google Play Store.

Interested in signing your agency up for The Hartford's Personal Insurance Customer Service Center?

Talk with your Sales Representative today!

