



Professional policy support that gets it right and keeps your business moving.

► Customer Service | Policyholder Service

Service you can count on.

Whether you want to update coverage, resolve a billing issue or request a certificate of insurance, our Policyholder Service (PHS) team makes it easy to get precisely what you need.

Reach out to The Hartford via chat or phone if you need more help.

Hours: Mon–Fri: 8am–8pm ET
Subject to Holiday Closures

Click-to-chat on My Account:
8:30am–8pm ET

Phone: 866-467-8730 from
8am–8pm ET

Your agent has partnered with us to provide you with direct access to our Policyholder Service Center.

Because your time is valuable, we make service simple. Powered by more than 40 years supporting small businesses, our professional, multilingual team of 600+ PHS representatives can help with your unique needs. Plus, get easy online account access to our **#1 ranked digital platform, MyAccount**.

► Here's what you'll experience:

- Fast, easy 24/7 access to your account plus the convenience of click-to-chat support
- Consultative coverage reviews directly
- Personalized customer service

► Unlock the power of My Account:

- Make policy changes
- View policy details and download important documents
- Manage billing with ease—view your bill, make payments or enroll in AutoPay
- Request and receive certificates of insurance
- Complete a premium audit when applicable
- Submit and track claims quickly and securely
- Access valuable risk management resources to help protect your business

Importantly, your agent is aware of everything that happens with your policy and will step in to help when needed.

The fastest and easiest way to view or update your policies is through My Account. Visit TheHartford.com/account-access

