



Insurance • Consulting • Investments

Concierge Customer Service Centers
For Commercial Lines

CNA

Ph: 877-724-2669

Fax: 877-763-5122

Email: sbiccsr@cna.com

Hours: 7am-6pm Central Time

Dialing Instructions:

Directly connected to a Customer

Service Representative

HANOVER

Ph: 800-823-6837

Fax: 866-818-7065

Email: CLCSC@hanover.com

Hours: 6am-6pm Central Time

Human being answers

HARTFORD

Ph: 866-467-8730

Fax: 704-921-4669

Email: service.chselect@thehartford.com

Hours: 7am – 5pm Central Time

Supervisor Name and info:

Dialing Instructions:

Press 1: if you know the extension or name of person you are calling Press 2: If you are calling regarding payment or billing information

Say "Policyholder"

Say "Get account status or make a payment or EFT or get payment address"

Enter or Say your account number or if you don't have it say "I don't have it" if

you don't have your account number then you will be instructed to say or enter your policy number. If you do not have your policy number, say "Agent" or press zero to be connected to a customer service representative.

Press 3: If you are calling regarding policy changes or service inquiries other than billing (this option connects you to a Customer Service Representative)

Press 4: If you are calling for claims assistance

SAFECO

Ph: 877-538-1920

Fax: 877-259-0832

3175 Commercial Avenue • Northbrook, Illinois 60062

Main Phone (847) 205-1777 • Fax (847) 205-1919



Insurance • Consulting • Investments

Email: csusbi@safeco~com

Hours: 24/7

Dialing Instructions:

Press 1: for claims

Press 2: for billing

Enter your policy or account number or press the # (pound) key

Press 3: for policy changes or all other questions

SELECTIVE

Ph: 877-744-3125

Fax: 877-378-3033

Email: seMcecenter@selective.com

Hours: 6:30am - 5:00pm Central Time

Dialing Instructions:

Press: 1 for claims

Press 2: for billing or Certificate of Insurance

All other requests hold for account executive

TRAVELERS

Ph: 888-661-3938

Fax: 877-552-6091

Email: service.center@travelers.com

Hours: 7am-5pm Central Time

Dialing Instructions:

Press 1: For billing, reinstatement and payment information.

Press 9 if you know the name or extension of the person you are contacting

Press 1 for Insured

Say "Pay a bill or account or policy info or other options

Enter policy or account number or if you don't know the policy or account number

say "I don't have it" and you will be transferred to a Customer Service

Representative

Press 2: for claims Press 3: for all other inquiries

ZURICH

Ph: 866-972-2727

Fax: 800-455-9611

Email: zbservicecenter@zisinternet.com

Hours: 6:30am-6:30pm Central Time

Dialing Instructions:

Press 1: If you *are* in a current

Catastrophe situation otherwise you are

Connected directly to a Customer Service Representative

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