Calling PL Support vs. eBusiness Support

Please refer to the following as a guideline for calls to Personal Lines Support or eBusiness Support:

eBusiness and PolicyHolder Services

Call 1-800-234-1133 extension 3000 for:

Assistance with technical support and ongoing education and training for iBIS use, general web site use, e-Delivery, download, real-time services, comparative raters, agency management systems, web site access for new agency appointments, new staff members or access removal for staff terminations.

PL Support

Call 1-800-234-1133 extension 2400 for:

Assistance with items which cannot be completed in the iBIS system. Though we prefer use of the email option in iBIS when it is offered, there are instances when calling PL Support is necessary to receive a rate on an existing policy. These include: