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Service Capabilities - 6.23.25

Thank you for your continued understanding and support as we work to resume full business operations. We have some positive updates to share about how we can continue supporting you and policyholders.

Our internal business systems are running well, and we continue to service claims, new accounts, renewals, and update current policies via phone or email. Please note that some services may be limited until we restore full business operations, but we plan to improve this quickly in the coming days.

While we do not have full online quoting and binding capabilities at this time, we are actively quoting and binding both new business and renewal accounts. We encourage you to continue reaching out to your PHLY contacts, and you can also contact us through the following channels:

Submissions, Mid-Term Changes, and Account Information

New business submissions: easternterritorysubmissions@phly.com

Mid-term change requests: mtc-c@phly.com

Customer account inquiries: accountmanagement@phly.com

Claims

Report by email: claimsreport@phly.com

Report by phone: [800.765.9749](tel:800.765.9749) (option #3)

Claim inquiries: ClaimsCustomerService@phly.com

General Customer Service

Email: service@phly.com

Phone: [877.438.7459](tel:877.438.7459)



Billing & Payment Update

The network outage temporarily impacted our ability to send premium invoices to PHLY policyholders. We are pleased to share that we are resuming billing services and normal invoice distribution. Invoices will reflect their originally scheduled bill dates starting from June 10 and onward, as if no delay had occurred.

However, to ensure customers have sufficient time to review and make payment arrangements, *we are extending all payment grace periods until August 1st.* Our

goal is to provide our customers with the time and flexibility needed during this recovery period.

ACH and credit card payments are currently being accepted via phone at [877.438.7459](tel:877.438.7459).

[PHLY.com](https://phly.com) will continue to have the latest updates and answers to frequently asked questions (FAQs). Please contact us for any additional support.

Thank you for your continued understanding and partnership as we work through this complex challenge.



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Philadelphia Insurance Companies is the marketing name for the insurance subsidiaries of the Philadelphia Consolidated Holding Corp. Coverages described may not be available in all states and are subject to actual policy language. Certain coverages may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.

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