



Billing Frequently Asked Questions

Arch Middle Market Commercial and Entertainment (MCE) has taken steps to simplify the billing approach for our customers. As of April 13, 2026, Arch will have one dedicated bank account for Agency Bill and one dedicated bank account for Direct Bill. The billing terms of service for MCE will be aligned with Arch's general billing practices.

Please note that the My Allianz Commercial (MAC) and AZGO portals will no longer be available for Arch customers. Access to service, information and support will continue through Arch. For additional details, please refer to the [Transition Communications](#) page.

What are Arch's payment terms?

- For Agency Bill business, payment will be due 30-45 days from the statement date. Statements will be mailed on the first business day of each month.
- For Direct Bill business, payment will be due 25 days from the invoice date. Invoices will be mailed according to the effective date of the policy.

Where should customers route payments?

Payments should be routed to the Arch-specified bank account referenced below. Payment instructions will be included on all invoices and statements.

Insureds can remit **Direct Bill** payment to Arch via the following methods:

Regular Mail	Express Mail	Online (ACH or Credit Card)	Pay-By-Phone
AIGI Direct Bill P.O. Box 7412619 Chicago, IL 60674-2526	Bank of America Lockbox Services AIGI Direct Bill 7412619 540 W. Madison St, 4th Floor Chicago, IL 60661	MCEportal.archinsurance.com	Toll free: 855 286 8354

Brokers can remit **Agency Bill** payment to Arch via the following methods:

Regular Mail	Express Mail
AIGI Agency Bill P.O. Box 7412616 Chicago, IL 60674-2526	Bank of America Lockbox Services AIGI Agency Bill 7412616 540 W. Madison St, 4th Floor Chicago, IL 60661
ACH Instruction*	Wire Instructions*
Bank of America 2000 Clayton Road Concord, CA 94520 ABA Routing #: 121-000-358 Account Name: Arch Insurance Group Inc – Agency Bill Account #: 325183430117	Bank of America 2000 Clayton Road Concord, CA 94520 SWIFT Code: BOFAUS3N ABA Routing #: 026-009-593 Account Name: Arch Insurance Group Inc – Agency Bill Account #: 325183430117

* Brokers should remit ACH/wire payment backup to remittancesupport@archinsurance.com.

When will customers receive past-due notices?

For Direct Bill, insureds will be mailed a notice four days past due. For Agency Bill, brokers will be mailed a notice seven days past due.

- Should Arch not receive payment by the scheduled due date, the insured will receive a Notice of Cancellation for Non-Payment of Premium (NOC) according to state guidelines.

Who should customers contact for assistance?

To request copies of billing documents and/or for additional billing inquiries, customers may contact **Arch Billing Client Services** at billingsupport@archinsurance.com or call 855 286 8354.

Middle Market Commercial and Entertainment products may be offered through Arch Underwriters Inc. (AUI) acting on behalf of Fireman's Fund Insurance Company and subsidiaries and reinsured by Arch Insurance Company, or directly by Arch Insurance Company.

AUI (dba HCRA Insurance Services in California, CA License #0M67874) is an insurance agency, acting on behalf of (1) Fireman's Fund Insurance Company (an Illinois corporation, NAIC #21873); (2) American Automobile Insurance Company (a Missouri corporation, NAIC #21849); (3) Chicago Insurance Company (an Illinois corporation, NAIC #22810); (4) National Surety Corporation (an Illinois corporation, NAIC #21881); and (5) Interstate Fire and Casualty Company (an Illinois corporation, NAIC #22829). AUI is licensed as a property casualty insurance agency in all jurisdictions in which it offers insurance products. Products may be offered by licensed independent producers acting on behalf of Arch Insurance Company (a Missouri corporation, NAIC #11150). Not all insurance coverages or products are available in all jurisdictions. Not all insurance companies are authorized to provide all insurance coverages or products in all jurisdictions. All insurance products are governed by the terms, conditions, limitations, and exclusions in the applicable insurance policy. Coverage is subject to actual policy language. Arch Insurance Company, NAIC #11150, is licensed as a property and casualty insurer in all 50 states, the District of Columbia, Guam, Puerto Rico, and the Virgin Islands. This information is intended for use by licensed insurance producers. Billing Frequently Asked Questions_MCE-005TR-0326

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