

Contact Point Changes

To deliver on our commitment, we need a modern platform that supports our long-term goals. That’s why, in April 2026, we’ll migrate all Middle Market Commercial and Entertainment (MCE) business from legacy Allianz systems to new Arch systems.

As an initial step, most mailboxes ending in “allianz.com” will become new Arch mailboxes ending in “archinsurance.com,” effective immediately. Additionally, we’ve reduced the overall number of email boxes to streamline communication. The below chart lists the appropriate email box for different types of activities.

Underwriting And Operations

Mailbox Purpose	New Arch Insurance Email Address	Prior Allianz Email Address(es) You May Have Used
All Middle Market Solutions (MMS) Package New Business Inquiries and Requests (Submissions, Quotes, etc.)	MMSNewBiz@archinsurance.com	Middlemarketquote@agcs.allianz.com
All Middle Market Solutions (MMS) Package Requests Unrelated to New Business (Renewals, Mid-Term Changes, etc.)	MMS@archinsurance.com	Middlemarket@agcs.allianz.com
All Middle Market Excess (MME) New Business Inquiries and Requests (Submissions, Quotes, etc.)	MMENewBiz@archinsurance.com	excessquote@agcs.allianz.com
All Middle Market Excess (MME) Inquiries and Requests Unrelated to New Business (Renewals, Mid-Term Changes, etc.)	MME@archinsurance.com	excess@agcs.allianz.com
All Middle Market Property Specialist (MPS) New Business Inquiries and Requests (Submissions, Quotes, etc.)	MPSNewBiz@archinsurance.com	hprquote@agcs.allianz.com
All Middle Market Property Specialist (MPS) Inquiries and Requests Unrelated to New Business (Renewals, Mid-Term Changes, etc.)	MPS@archinsurance.com	hpr@agcs.allianz.com
All Entertainment New Business Inquiries and Requests (Submissions, Quotes, etc.)	EntNewBiz@archinsurance.com	Entertainment@agcs.allianz.com
All Entertainment Inquiries and Requests Unrelated to New Business (Renewals, Mid-Term Changes, etc.)	Ent@archinsurance.com	Entertainment@agcs.allianz.com
All Vehicle Reporting Inquiries and Requests	MCEdmv@archinsurance.com	ESC_CAR@agcs.allianz.com
All Premium Audit Inquiries and Requests	MCEaudit@archinsurance.com	Audittransmitdallas@agcs.allianz.com Dallaswc@agcs.allianz.com

Risk Engineering

Mailbox Purpose	New Arch Insurance Email Address	Prior Allianz Email Address(es) You May Have Used
All Arch Insurance Risk Engineers (AIRE) Inquires and Requests	AIREOps@archinsurance.com	Arcindia_arch.support@allianz.com AGCS-ARCOPSCentral@archinsurance.com

Loss Runs

Mailbox Purpose	New Arch Insurance Email Address	Prior Allianz Email Address You May Have Used
All Loss Run Inquiries and Requests	MCELossRuns@archinsurance.com	NALossRuns@agcs.allianz.com

Finance

Mailbox Purpose	New Arch Insurance Email Address	Prior Allianz Email Address You May Have Used
All Billing-Related Inquiries and Requests	billingsupport@archinsurance.com	billing@agcs.allianz.com

Billing Help Line: 855.286.8354

Claims

Mailbox Purpose	New Arch Insurance Email Address	Prior Allianz Email Address(es) You May Have Used
All New Loss Reporting	MCENewLoss@soundviewclaims.com	ENTNewLoss@agcs.allianz.com NewLoss@agcs.allianz.com CIFNOL@agcs.allianz.com Wcfnol@agcs.allianz.com

All Other

Mailbox Purpose	New Arch Insurance Email Address	Prior Email Address You May Have Used
General / Miscellaneous Inquires and Requests	MCE@archinsurance.com	Midcorp@archinsurance.com

All other terms and conditions of your policy remain unchanged. For questions, please reach out to your regular Arch contact, or send a message to MCE@archinsurance.com.

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. MCE-001TR-1025

©2025 Arch Capital Group Ltd. All rights reserved.