

Transition Highlights

- At Arch, we are focused on continuous improvement to become your top Middle Market Commercial and Entertainment carrier of choice. A key step in doing this is fully separating from Allianz after our purchase of their Middle Market and Entertainment business in August 2024.
- We're moving all business from Allianz systems to Arch systems in April 2026 which will allow us to more effectively and efficiently serve you over the long term. This system migration is a necessary and exciting step in operating independently from Allianz.
- Our new systems reflect our commitment to and investment in the middle market space. They will enable us to scale the business and be a valuable partner. The new systems will come online in April 2026 and will be augmented over time with enhanced features and functionality.

This transition has been meticulously planned over the past year and mitigating customer

- impact is our core priority. However, as with any transition, there may be challenges and systems may be unavailable at times.

We're here to help you with any questions, issues or frustrations. We guarantee that you will

- always be able to reach a person within 24 business hours (individual underwriters, adjusters, claims/billing hotlines, etc.).

[Where to Go for Help](#)

For questions, please reach out to your underwriter or regular Arch contact, or send an email to MCE@archinsurance.com.

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