



Transition to Arch Paper: Package and Excess Business

What is happening?

Starting August 1, 2026, in-force policies written through Fireman’s Fund Insurance Company and its subsidiaries (FFIC) will move to Arch Insurance Company or one of its subsidiaries (Arch) at renewal. All new business will be written on Arch paper. This is a key step in our operational independence from Allianz after acquiring its U.S. MidCorp and Entertainment insurance businesses, now known as Middle Market Commercial and Entertainment (MCE), in August 2024. We are committed to ensuring a smooth and seamless transition for our customers.

Who is impacted?

All MCE policies will be written on Arch paper. Starting August 1, 2026, in-force policies will transition on a rolling basis at renewal. This change predominantly impacts Property, General Liability, and Umbrella/Excess lines of business. Workers’ Compensation and Auto lines of business began transitioning to Arch paper in April 2025.

Why are insureds and brokers receiving notice of non-renewal for MCE policies?

The notice of non-renewal is required by state regulations to transition coverage from FFIC to Arch. Both insureds and brokers will receive a copy of a legal notice of non-renewal. We intend to offer new coverage through Arch and your underwriter will be reaching out to discuss the renewal.

HELPFUL REMINDERS:

Claims-Related

- Report Workers’ Compensation losses to MCENewLossWC@choosebroadsfire.com.
- Report all other losses to MCEFNOL@archinsurance.com.

You can always refer to your policy for the most current reporting instructions.

Billing-Related

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.

If any questions, customers should contact the Billing Client Services Team at 855 286 8354 or email billingsupport@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. Billing Frequently Asked Questions_MCE-008TR-0526

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