



Where to Go for Help

The Middle Market Commercial and Entertainment business will move from legacy Allianz systems to new Arch systems in April 2026. Arch is committed to keeping you informed throughout the transition. This guide provides contact information for claims, billing and other inquiries.

FUNCTION	CONTACT DETAILS
<p>Questions about Claims?</p>	<p>Claims Customer Service Team</p> <p>Phone: 888 347 3428</p> <p>Email: inquiries@soundviewclaims.com</p>
<p>Questions about Billing?</p>	<p>Billing Client Services Team</p> <p>Phone: 855 286 8354</p> <p>Email: billingsupport@archinsurance.com</p>
<p>General Questions?</p>	<p>Email: MCE@archinsurance.com</p>

For additional help, please reach out to your underwriter or regular Arch contact.

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