



## My Allianz Commercial (MAC) Portal – Access Removal Guide for Arch Users

In April 2026, all Arch Middle Market Commercial and Entertainment business will move from Allianz-owned systems to new Arch systems. Beginning April 13, 2026, Arch customers will no longer be able to access the Allianz-owned MAC Portal and the MAC Portal help desk will no longer be the official servicing channel for Arch customers. This document outlines how to complete key tasks across claims, finance and underwriting once MAC Portal access ends.

| CLAIMS                            | NEW APPROACH   |
|-----------------------------------|--|
| <b>Status, Inquiries, Updates</b> | <ul style="list-style-type: none"> <li>▪ Contact your handling adjuster directly.</li> <li>▪ Reach out to our Claims Customer Service team at 888 347 3428 or send an email to <a href="mailto:inquiries@soundviewclaims.com">inquiries@soundviewclaims.com</a>.</li> </ul>  |
| <b>Loss Run Request</b>           | <ul style="list-style-type: none"> <li>▪ Please send an email to <a href="mailto:MCELossRuns@archinsurance.com">MCELossRuns@archinsurance.com</a> and include the policy number for each year you are requesting.</li> </ul>   |
| FINANCE                           | NEW APPROACH   |
| <b>Bill Payment</b>               | <p>Insureds will have multiple options for bill payment:</p> <ul style="list-style-type: none"> <li>▪ Online via Arch's new Payment Portal (more information on how to register will be provided).</li> <li>▪ Pay-by-phone at 855 286 8534.</li> <li>▪ By check (updated remit address will be available after April 13, 2026).</li> </ul>   |
| <b>Billing Information</b>        | <ul style="list-style-type: none"> <li>▪ Please contact Billing Client Services at 855 286 8354 or send an email to <a href="mailto:billingsupport@archinsurance.com">billingsupport@archinsurance.com</a>.</li> </ul>   |
| UNDERWRITING                      | NEW APPROACH   |
| <b>Policy Documentation</b>       | <ul style="list-style-type: none"> <li>▪ Please send an email to request the necessary documentation:<br/> <b>Middle Market Solutions:</b> <a href="mailto:MMS@archinsurance.com">MMS@archinsurance.com</a><br/> <b>Middle Market Excess:</b> <a href="mailto:MME@archinsurance.com">MME@archinsurance.com</a><br/> <b>Middle Market Property Specialist:</b> <a href="mailto:MPS@archinsurance.com">MPS@archinsurance.com</a><br/> <b>Entertainment:</b> <a href="mailto:Ent@archinsurance.com">Ent@archinsurance.com</a> </li> </ul> |

We will respond to all inquiries within 24 hours to get you the support you need without delay. For other questions, please reach out to your underwriter or your regular Arch contact or send an email to [MCE@archinsurance.com](mailto: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.**

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