



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

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.

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