



# Staying Connected KEY CONTACTS

2020

Staying connected helps business run smoothly. And working with Westfield should be a smooth experience. Here's how you can reach our team members and get your questions answered.

DO YOU HAVE ALTERNATE CONTACT INFORMATION?  
[USE THIS FORM TO SHARE WITH US>>>](#)

## Commercial Lines

Westfield's Commercial Communication Center is available to help you with Small Business, Middle Market and Agribusiness underwriting or processing inquiries.

**877.999.7221**

[CLCommunication@westfieldgrp.com](mailto:CLCommunication@westfieldgrp.com)

8:00am – 4:30pm EST Monday-Friday

Endorsements: [CLProcessing@westfieldgrp.com](mailto:CLProcessing@westfieldgrp.com)

Endorsement Quotes for SB: [Equote@westfieldgrp.com](mailto:Equote@westfieldgrp.com)

Endorsement Quotes for MM & ABD: [CLProcessing@westfieldgrp.com](mailto:CLProcessing@westfieldgrp.com)

New Business Applications: **Please send directly to your underwriter**

## Customer Care

We are committed to delivering on the Westfield promise and deploy a Low Effort Experience to each customer. We gladly take care of customers and agents with bill- and -claims-related questions.

**800.243.0210**

[WestfieldCCC@westfieldgrp.com](mailto:WestfieldCCC@westfieldgrp.com)

8:00am – 8:00pm EST Monday-Friday

24 hour Claims First Notice of Loss (FNOL) reporting through Safelite

One-time payments: Westfield Easy Pay via [www.westfieldinsurance.com](http://www.westfieldinsurance.com)

Billing: By phone, select option 2 or [WIC@westfieldgrp.com](mailto:WIC@westfieldgrp.com)

Claims: By phone, select option 3 or [WestfieldCCC@westfieldgrp.com](mailto:WestfieldCCC@westfieldgrp.com)

## Westfield Services

Our service center provides agencies with a way to enhance customer service by hiring our talented team to provide complete policyholder service.

**1-800-552-9146 ext. 7754**

[www.westfieldservices.com](http://www.westfieldservices.com)

## Personal Lines

Our experienced UBC team is ready to answer your underwriting questions and guide you through policy types, coverages, and navigating Agents' Web Passport.

We can also quickly connect you directly with an underwriter if needed.

**800.594.8221**

Processing: [PLProcessing@westfieldgrp.com](mailto:PLProcessing@westfieldgrp.com)

Unique quoting: [PLQuoteRequest@westfieldgrp.com](mailto:PLQuoteRequest@westfieldgrp.com)

Inspections: [InspectionControl@westfieldgrp.com](mailto:InspectionControl@westfieldgrp.com)

## Agency Help

Our mission is to have exceptional people providing exceptional service. We're ready to help.

**800.243.0210**

(Option 1 and EXT: 4306161)

[AgencyHelp@westfieldgrp.com](mailto:AgencyHelp@westfieldgrp.com)

8:00am – 4:30pm EST Monday – Friday

**Expect great things when you connect with Westfield. We're here to help you every step of the way!**