Use this form to request a new connection or make changes to an existing set up for The Hartford’s Download. Complete the below sections by typing in the grey fields, save the form and email it to [agencyinterfaceservices@thehartford.com](mailto:agencyinterfaceservices@thehartford.com).

For questions, call **Agency Interface Services** (AIS) at 877-322-4833, Monday-Friday, 8:00 a.m. – 8:00 p.m. ET.

**Please note:** Your EBC System Administrator may also manage your existing agency download services at <https://agency.thehartford.com> under Agency, AMS Automation.

**Agency Information (required):**

|  |  |
| --- | --- |
| Agency Name:  Street Address:  City:       State:       Zip: | Download Contact:  Email:  Phone Number: |

**Pre-Configuration Steps:**

1. Call your management system vendor to let them know you are going to download with The Hartford
2. Input **NAIC codes and Company-specific Coverage** codes into your agency management system if your vendor requires it. *These can be accessed on the (EBC®) under Resources, Agency Automation. For assistance with entering codes in your system, please contact your vendor).*

**Download Request Information (required):**

|  |  |
| --- | --- |
| IVANS Y Account:  IVANS User Id: | AMS Management System:  AMS Management System Version: |
| **Check all that apply:** (Daily download will automatically be setup)   * Line of Business:  Commercial Insurance  Personal Insurance Both * For **Commercial Lines** setup as:  BOP  Package (only choose one option) * For **Workers’ Comp**, include Audit transactions:  Yes  No * Create ‘initial’ load:  Yes  No * Monthly Commission:  Direct Bill  Payroll Bill  Both * Direct Bill or Payroll Bill Commission Statements: Yes No * eDocs  Claims Download  Audit Messages  Billing Messages (for available vendors)   Please provide producer code(s): | | |

**Changes:**

|  |
| --- |
| **Check all that apply:** (Provide producer code(s) for this change request)   * Add New Line of Business:  Commercial Lines  Personal Lines * For **Commercial Lines** setup as:  BOP  Package * For **Workers’ Comp**, include Audit transactions:  Yes  No * Create ‘initial’ load:  Yes  No * Add Monthly Commission:  Direct Bill  Payroll Bill  Both * Change AMS Management System from:       to   Please provide producer code(s): |