



Service Existing Clients

If any of these apply to your client, be sure to put that information on the application. (Copies of training certificates are required to bind coverage)

Payment Options

- Set up automatic payment – [Instructions to share with the insured.](#)
- Mail: Hospitality Insurance Group, 106 Southville Road, Southborough, MA 01772. Please include policy number on the check.
- Online: <https://hmic.com/pay-online-2/>
- Phone: (877) 366-1140 for Credit Card/ACH payment

Certificates of Insurance

- Agents may issue a COI. We suggest making sure the policy is in force before issuing and noting your file.
- Agent issued COI's must be emailed to Chris Hess or faxed to (508) 634-2930. We will forward to HMIC.

Policy Change Requests

Please forward signed requests to [Chris Hess](#) or by fax to (508) 634-2930.

To Report a Claim

Please refer to the policy documentation for instructions on reporting claims.

- Email: loss@hmic.com
- Fax: (508) 836-4640.

Renewal Procedures

We will reach out with renewal instructions, three months prior to the policy's expiration.