

Introducing the Markel Specialty Customer Service department



What services are provided?

Billing

- Assist with phone and online premium payments
- Set up electronic funds transfer (EFT)
- Discuss billing history and payment plans
- Change payment plans
- Assist with reinstating cancelled or pending cancellation policies
- Create updated billing statements
- Provide payment histories

Claims

- Discuss medical provider bills
- Discuss and send explanations of review (EOR)
- Provide claimant with benefit check information

Audit

- Discuss audit results
- Provide extensions to audit deadlines
- Assist with completing audit forms

Underwriting, endorsements, and IT

- Change insured contact information
- Discuss endorsements
- Provide policy documents
- Change mailing addresses
- Assist with password resets
- Assist with online navigation
- Assist with online submission
- Assist with technical issues

Other Services

- Chat on our website
- Provide Loss Runs
- Send late renewal reminders
- Email responses – customerservice2@markelcorp.com
- Assist with agency commissions
- Assist Spanish speaking customers

General

- Provide fax numbers, email addresses, and other Markel contact information

Log into mPortal: portal.markelinsurance.com and chat with us

888-500-3344

markelinsurance.com/contact-us

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