



## Hartford Agency Download

### Torrent offers two download products:

1. **Transaction download** - Downloads will generate if there are transactions on the policy. This process runs nightly/365
2. **Commission statement download** - Commission statement downloads will be sent upon issuance of commission checks or Direct Deposit

### What Can Agents Expect?

For new enrollments who wish to receive agency download, our Agency Services team will work with The Hartford and the Agency to get their mailbox information and download enabled. To activate the download feature for your agency, please provide the following:

- Agency Code:
- Y User ID:
- Y User Account:
- Would you like an initial load?
- Would you like commission downloads?
- Please email this information to [agencyservices@torrentcorp.com](mailto:agencyservices@torrentcorp.com)

*\*This is a nightly process that runs 365 days*

*\*\*Agency management systems are setup with their own IVAN's retrieval schedule. Not all agency AMS pick up files on a daily basis*

### Other Good Info to Know:

- Your Agency Management System vendor support can answer questions regarding function of their system
- Any questions regarding new download setup or missing downloads, please contact [agencyservices@torrentcorp.com](mailto:agencyservices@torrentcorp.com) or 866-535-7419
- Torrent follows the ACORD AL3 format standard and transmits download data through the IVANS Exchange. This is the standard format/schema for Agency Downloads through IVANS
- The official NAIC and legal name registries are:
  - 19682 Hartford Fire Insurance Company

