



Managing Your Helper Account - Frequently Asked Questions

What are Helper's hours of operation?

Helper team hours are 8am - 5pm central Monday - Friday. We close early on Wednesdays at 4:30pm.

Can I make a payment over the phone?

Yes! You may pay your Helper Assurance renewal and ClaimsConnect invoices via phone, [800.343.5737 x3](tel:800.343.5737)

How do I add authorized contacts to my account?

Please email myaccount@helper.com with your account number, name of new contact(s) and their email address. Authorized contacts can call us on your behalf for support, questions, and to make changes on your account.

My office moved, how do I update you on my new address?

Please email myaccount@helper.com with your account number and new address, phone, and/or email address.

How do I update my credit card for Helper Assurance and ClaimsConnect?

Please call us at [800.343.5737 x3](tel:800.343.5737) or fax to 888.965.4021

When is my Helper Assurance renewal due?

Your Helper Assurance plan renews annually on the same date. Renewal notices are mailed about 30 days ahead of the due date. Renewals are processed automatically if we have a current method of payment on file, and we send notices via email and phone ahead of your due date if we don't have a current card on file.

How do I update the email address for monthly ClaimsConnect paperless invoices?

Please email myaccount@helper.com with your account number and preferred email address(es).