

**Harleysville Group Inc.**

**SECURITY HOLDER COMMUNICATION PROCESS**

1. Stockholders can communicate with Board members by sending letters, either via the mail or express delivery service, to them.
2. Letters may be addressed to the individual members or to a specific Committee Chair at 355 Maple Ave., Harleysville, PA 19438.
3. The actual letter should be enclosed within an envelope. Attached to that envelope should be a cover page setting forth the amount of stock owned by the sender and whether the sender owns the shares directly or in a nominee (or street) name. If the latter, a recent statement from the broker or custodian setting forth the amount of securities owned should accompany the letter. The envelope containing the letter and the cover letter on stock ownership should be placed in an outer envelope which should be mailed to the Company with the legend “Security Holder Communication” in the lower left hand corner.
4. Company personnel will open the outer envelope and determine if the sender is a security holder. If so, the inner envelope will be forwarded to the Director so designated.
5. If a letter is addressed to the “Chief Complaint Officer”, it is presumed to be a complaint to the Audit Committee and will be handled as set forth in the Company’s “Audit Committee Complaints Procedures.”