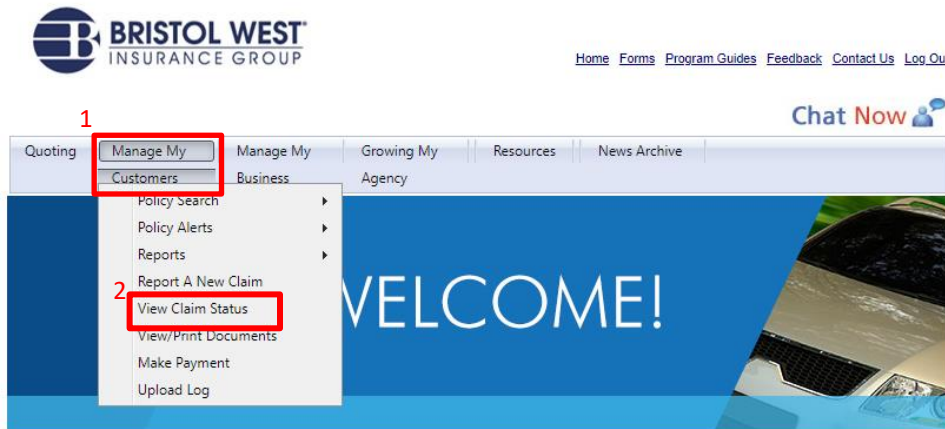


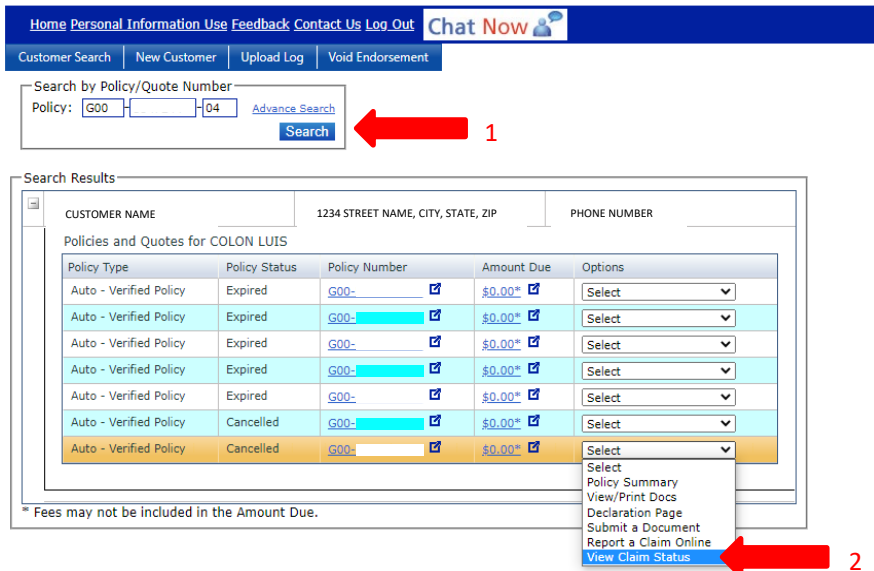
ACCESSING THE AUTO CLAIM MANAGEMENT PORTAL

ACCESSING THE AUTO CLAIM MANAGEMENT PORTAL (PATH #1)



1. Once logged into IProducers.com, select "Manage My Customers."
2. From the drop-down menu, select "View Claim Status."

(PATH #2) VIA POLICY SEARCH

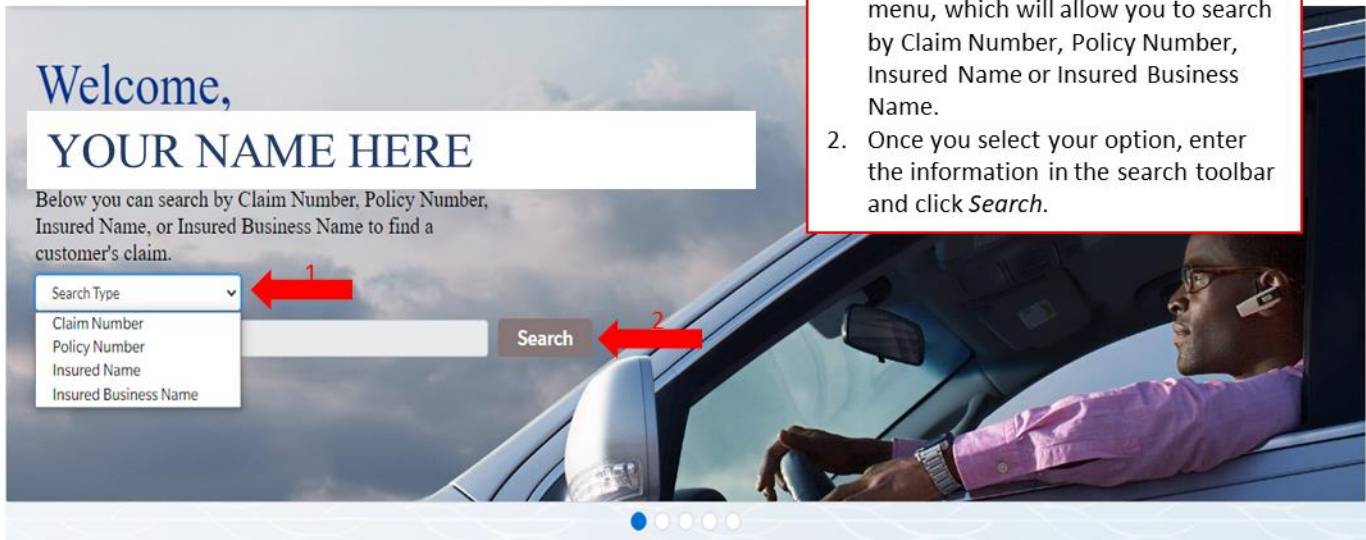


- Once logged into IProducers.com, select "Manage My Customers." From the drop-down menu, choose Policy Search, then either "Search by Name" or "Search by Policy." This illustration uses Search by Policy, but step 2 is the same if you "Search by Name."
1. Search by Policy/Quote Number
 2. Once policy results appear, select "View Claims Status" from the drop-down menu to the right of the policy.

HOME SCREEN

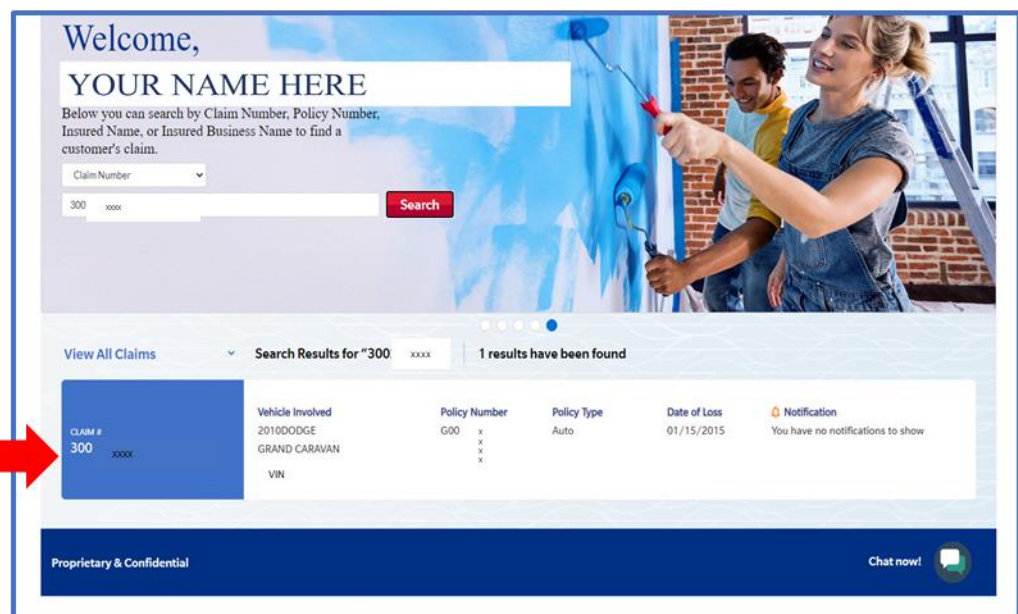
Whether you follow Path 1 or Path 2, a pop-up screen will appear with the Claim Management Portal.

1. From here, click the drop-down menu, which will allow you to search by Claim Number, Policy Number, Insured Name or Insured Business Name.
2. Once you select your option, enter the information in the search toolbar and click *Search*.



SEARCH RESULT SCREEN

1. The Claim file will appear. Click on the blue claim number box to view the file.



FULL VIEW SCREEN

1. Use the tabs across the top to access:

- Documents
- Payments
- Notes

2. The Overview Section contains:

- Claim Details
- Contact – Claims Representative and Supervisor. Email them from this screen by selecting EMAIL.
- View Chat History

3. The Claim Note Section contains:

- Claim File Detail Notes and Contact Information

SEARCH RESULTS DASHBOARD PAYMENTS DOCUMENTS NOTES 1

OVERVIEW

Insured Name
CUSTOMER NAME
GOC 2

Claim Details
Claim#: 3C XX
Claim Type: XX
Loss Cause: X phle
legally stopped
Date of Loss: 01/15/2015
Location of Loss: 295 S.
Jacksonville, FL
Insured Care Coding: Fault Free

Subrogation
Subrogation is currently Closed
Deductible returned to the customer: \$0

Contact
Claim Representative:
CLAIM REPRESENTATIVE
CONTACT INFO
EMAIL

Supervisor:
SUPERVISOR
CONTACT INFO

Customer Preferences
Email Correspondence:
Customer is signed up to receive claim documents via email.
Text Messaging:
Customer is signed up to receive text messages about claim.
VIEW CHAT HISTORY

Insured Vehicle Details
2010 DODGE GRAND CARAVAN
VIN 2D4
Driver:
LUIS COI
Injuries:
None

Claim Notes 3

Created	Author	Note
08/17/2019	Terri Shotton	Call cc - confirm they are handling w/dmg
08/17/2019	Ariene Marinoni	Caller Name: Rachel Primary Care Aema Best Phone: Comments: Needs to know benefits for insured - transferred to sup/Jerome
08/17/2019	Karis Antonio	Caller Name: Jeff from UPS of Jacksonville Best Phone: Comments: Failed to get more information

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