

# POLICY PORTAL

## USER GUIDE

Welcome to MEMIC's Claim System for Policyholders. Policy Portal, our secure online policyholder portal, can help you manage the administrative side of your workers' comp program with 24-hour access to your policy.

### ACCESS

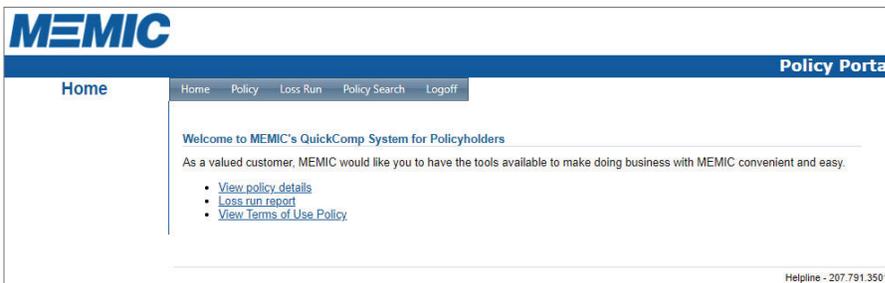
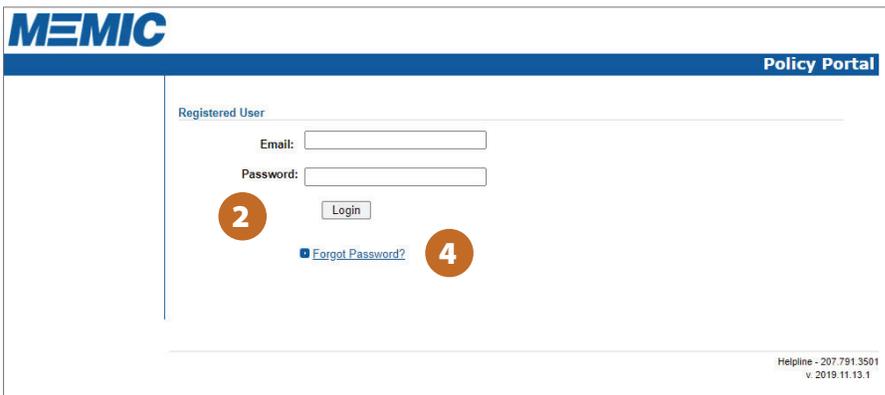
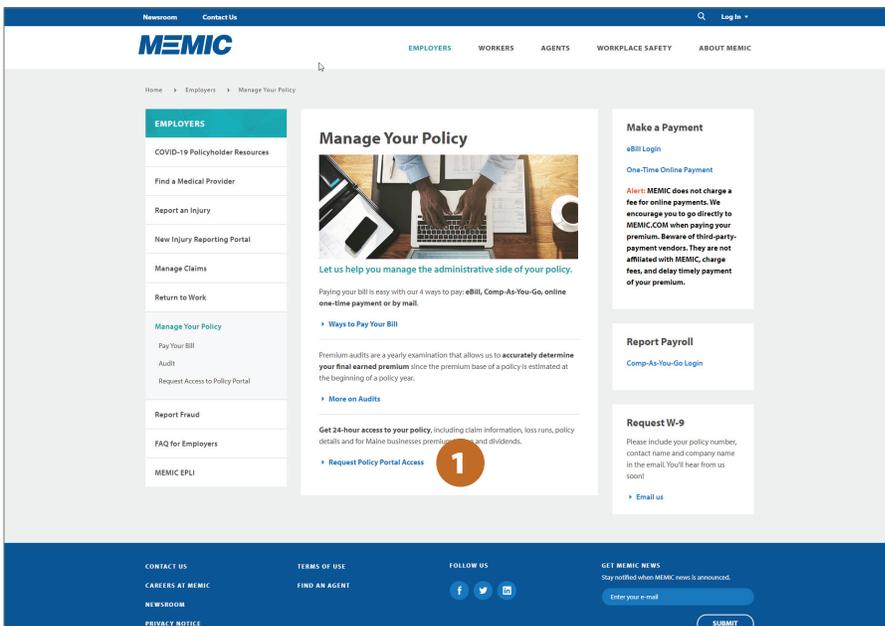
1. Request access to the Policy Portal at MEMIC's homepage [www.memic.com](http://www.memic.com) under **For Employers** (application takes 1 to 2 business days). For assistance contact the Policy Portal Helpline at 1-207-791-3501.

### LOGIN

2. Go to: <https://insured.memic.com/Login.aspx>
3. Login instructions: select **login** >**employer** scroll down and select policy portal.

### FORGOT PASSWORD?

4. Follow the **"Forgot Password"** link on the Policy Portal login screen. An email is sent to you to reset your password.



# POLICY PORTAL

## POLICY AND DIVIDEND DETAILS

### HOW TO SEARCH FOR POLICY DETAILS

1. Click on **Policy** tab.
2. Select variables like **Policy** and **Policy Term** to see an overview of Claim Info, Deductible Billing and Premium Billing.
3. Click on **"View Claims"** to search claims and view claim details.
4. Click on **"View Billing"** or **"View Dividends"** for more information on payments (Maine policyholders only).

**NOTE:** Policyholders may now have multiple policies registered on one account. If you need multiple policies associated under your user profile, please email [claimsservices@memic.com](mailto:claimsservices@memic.com)

### DIVIDENDS

Through a variety of safety and claims management programs, we help our policyholders cut the overall cost of insurance by reducing injuries and containing costs. This dividend payment tracking feature is for Maine policyholders only.

**Only Maine Policyholders will have access to dividend information.**

The screenshot shows the MEMIC Policy Portal interface. At the top is the MEMIC logo and a navigation bar with 'Home', 'Policy', 'Loss Run', 'Policy Search', and 'Logoff'. The page title is 'Policy Portal'. On the left is a 'Policy Summary' sidebar with an 'Actions' menu containing 'Create Loss Run', 'View Claims', and 'View Dividends'. The main content area is titled 'Agency:' and contains several sections: 'Policy Info' with dropdowns for 'Policy' (callout 1), 'Insured Id' (callout 2), and 'Policy Term' (callout 3), and a 'View Dividends' link (callout 4); 'Claim Info' with 'Claims: 0' and a 'View Claims' link (callout 3); 'Deductible Billing' with 'Billed: 0.00', 'Paid: 0.00', and 'Balance: 0.00'; and 'Premium Billing' with 'Premium:', 'Billed:', 'Paid:', and 'Outstanding:' fields, and a 'View Billing' link (callout 4). At the bottom is a table with columns 'Loc', 'Name', and 'Address', containing one row with '1' in the 'Loc' column.

The screenshot shows the MEMIC Policy Portal interface for the 'Dividends' page. At the top is the MEMIC logo and a navigation bar with 'Home', 'Policy', 'Loss Run', 'Policy Search', and 'Logoff'. The page title is 'Policy Portal'. On the left is a 'Dividends' sidebar with an 'Actions' menu containing 'Return'. The main content area is titled 'Agency:' and 'Policy:'. Below this is a table with columns 'Policy Date', 'Amount Paid', and 'Paid Date', which is currently empty. At the bottom of the table is a 'Change page:' section with navigation buttons. Below the table is a 'Dividends' section with a paragraph of text: 'Through a variety of safety and claims management programs, we help you cut the overall cost of insurance by reducing injuries and containing costs. As a mutual company, when we are successful, we share that success with our policyholders through dividends. MEMIC's board of directors remains committed to this philosophy. Each year it considers the company's financial results to determine whether a dividend is in order. Since 1998, MEMIC has given back approximately \$285M in dividends and collected capital to our policyholders. We hope that you will continue to be part of our success!'. At the bottom right is the text 'Helpline - 207.791.3501'.

# POLICY PORTAL

## SEARCH FOR CLAIM DETAILS

### HOW TO SEARCH FOR CLAIM DETAILS

1. Under **Policy** tab click **"View Claims."**
2. Select variables like **Policy Term, Claim Type, Claim Status** and **Locations**.
3. Click on **"Claim Search"** to search by **Claim Number** or **Last Name**.
4. Click on **"View"** in the **Actions** column to see more details on a claim, including a payment and reserve summary.

The screenshot shows the MEMIC Policy Portal interface. The top navigation bar includes 'Home', 'Policy', 'Loss Run', 'Policy Search', and 'Logoff'. The 'Policy Search' tab is active. On the left, there is a 'Claim List' section with an 'Actions' menu containing 'Create Loss Run' and 'Return'. The main content area has 'Agency:' and 'Policy:' fields. Below these are search filters: 'Policy Term', 'Claim Type', and 'Claim Status' (all set to 'All'), and a 'Locations' dropdown menu set to 'All Locations'. A 'View' button is next to the 'Locations' dropdown. Below the filters is a table with columns: 'Loc', 'Claim No', 'Claimant', 'Loss Date', 'Type', 'Status', 'Incurred', and 'Actions'. The 'View' button in the 'Actions' column of the first row is highlighted with a red circle and the number 4. The MEMIC logo is in the top left, and 'Policy Portal' is in the top right. A helpline number '207.791.3501' is at the bottom right.

The screenshot shows the MEMIC Policy Portal interface. The top navigation bar includes 'Home', 'Policy', 'Loss Run', 'Policy Search', and 'Logoff'. The 'Policy Search' tab is active. On the left, there is a 'Claim List' section with an 'Actions' menu containing 'Create Loss Run' and 'Return'. The main content area has 'Agency:' and 'Policy:' fields. Below these are search filters: 'Claim Number:' and 'Last Name:' text input fields, and a 'Search' button. The 'Search' button is highlighted with a red circle and the number 4. Below the filters is a table with columns: 'Loc', 'Claim No', 'Claimant', 'Loss Date', 'Type', 'Status', 'Incurred', and 'Actions'. The text 'No records to display.' is shown below the table. The MEMIC logo is in the top left, and 'Policy Portal' is in the top right. A helpline number '207.791.3501' is at the bottom right.

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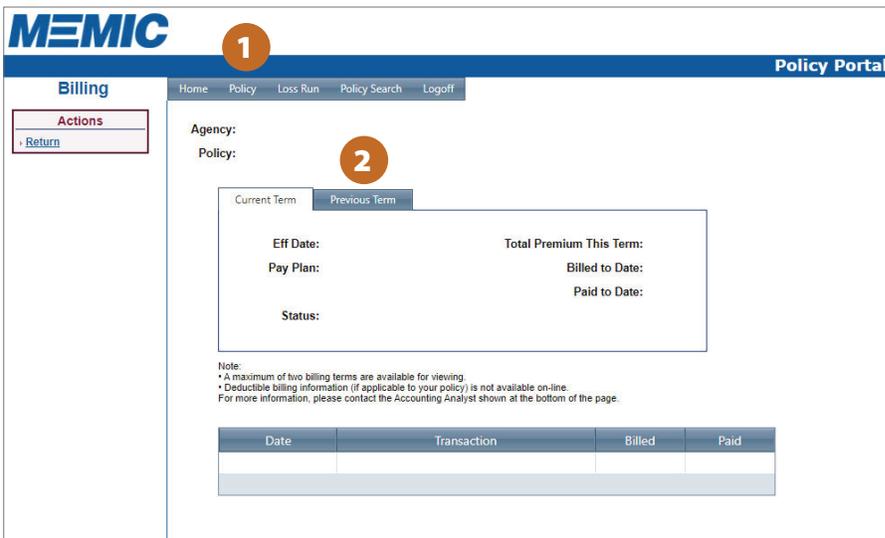
## BILLING DETAILS AND LOSS RUNS

### HOW TO SEARCH FOR BILLING DETAILS

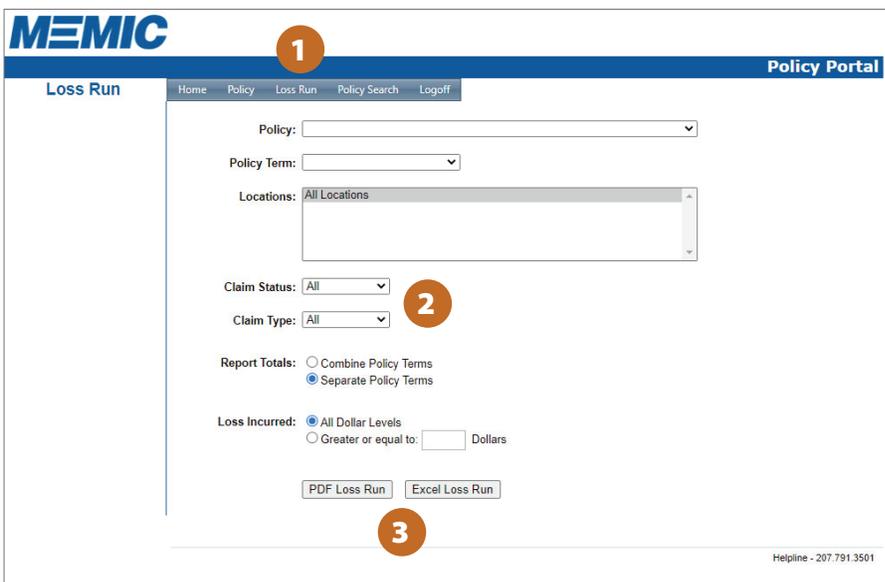
1. Under **Policy** tab click **"View Billing"** (Maine policyholders only).
2. Click in **"Previous Term"** to view payments from the previous year.

### HOW TO CREATE LOSS RUNS

1. Click on **Loss Run** tab.
2. Select loss run variables like **Policy**, **Policy Term**, **Locations**, **Claim Status**, **Claim Type**, **Report Totals** and **Loss Incurred**.
3. Click on either **"PDF Loss Run"** or **"Excel Loss Run."**



The screenshot shows the MEMIC Policy Portal interface. The top navigation bar includes 'Home', 'Policy', 'Loss Run', 'Policy Search', and 'Logoff'. The 'Billing' section is active, with a 'Return' link. The main content area is titled 'Agency: Policy:'. A 'Previous Term' tab is selected, showing fields for 'Eff Date:', 'Pay Plan:', 'Status:', 'Total Premium This Term:', 'Billed to Date:', and 'Paid to Date:'. A note below states: 'Note: • A maximum of two billing terms are available for viewing. • Deductible billing information (if applicable to your policy) is not available on-line. For more information, please contact the Accounting Analyst shown at the bottom of the page.' Below the note is a table with columns: Date, Transaction, Billed, and Paid.



The screenshot shows the MEMIC Policy Portal interface for the 'Loss Run' section. The top navigation bar includes 'Home', 'Policy', 'Loss Run', 'Policy Search', and 'Logoff'. The 'Loss Run' section is active. The main content area contains several dropdown menus: 'Policy:', 'Policy Term:', and 'Locations: All Locations'. Below these are 'Claim Status: All' and 'Claim Type: All'. The 'Report Totals' section has two radio buttons: 'Combine Policy Terms' and 'Separate Policy Terms' (selected). The 'Loss Incurred' section has two radio buttons: 'All Dollar Levels' (selected) and 'Greater or equal to: [ ] Dollars'. At the bottom, there are two buttons: 'PDF Loss Run' and 'Excel Loss Run'. A 'Helpline - 207.791.3501' is visible in the bottom right corner.