

ONLINE SERVICES



Quick-Start Guide: What Customers Will See

Here is a glimpse of the various screens your customers will see as they go through the registration process and begin using their online accounts.

Getting Started

1. Point your Internet browser to the following URL: <http://www.amig.com>.
2. Click the “**Create Account**” link **1**.
3. Fill out the form per the on-screen instructions to begin setup of your American Modern *Online Services* account **2**. You will need to know your policy number, and the effective start date of your policy. You can find both of these pieces of information on your declarations page. You will also need a valid email address (to receive notifications of new documents to review), and a valid cell phone number if you also wish to receive text message notifications.
4. After you have completed the one-time opt-in process, you will be prompted to answer three security questions.

On this same screen, you will create a User ID and a password for your online account. Also on this screen, you will select initial online account preferences, and agree to the current Terms and Conditions for your new online account.

Be sure to click the “**Confirm Opt-in**” button at the bottom of the screen to save your information, and complete the one-time sign-up process.

Select a question from the drop-down menu **3**, provide the answer next to it on the right, and then click the “**Save**” button next to it. When you save your answer to each question, the drop-down menu for the next question will appear on the next line until you have answered all three of the required security questions. When all three questions have been completed, click the “**Continue**” button to finish.



Please provide the following information to set up your American Modern Online Services account. This information is confidential and will only be used to ensure the security of your account and to respond to your preferences. Items with an asterisk (*) are required to process your request.

At the completion of your Online Services account setup your Policy and Billing documents will be delivered to your account and will no longer be mailed to you.

1. AUTHENTICATION INFORMATION

It's important that we make certain you are the person who is entitled to have access to confidential policy and billing information. To help us do so, please refer to either your policy or a billing notice and enter the following information exactly as it appears there.

Last Name: *
(Enter your last name exactly as it appears on your insurance documents.)

Policy Number: *
(If you have more than one policy, you can add the additional policies to the account after you have logged in.)

Effective/Start Date of Your Policy: *
(not a valid date)

Mailing ZIP Code: *

2. REGISTRATION INFORMATION

PLEASE ANSWER 3 SECURITY QUESTIONS.

(1) What is your mother's maiden name? **3**

(2)

(3)

PLEASE VALIDATE YOUR EMAIL ADDRESS.

A validation code has been sent to your email address at canderson@amig.com. You must enter this validation code to proceed.

Enter Validation Code:

Didn't receive the email? Sometimes automated messages are identified as spam. Check your spam/junk folder. You can resend the validation code by clicking the button to the right.

Still having trouble? You can choose to use another email address. Use a different email address



Primary Tabs

Once you have completed the opt-in process, and have answered all of the security questions, you will be presented with the main screen which is organized by tabs⁴.

When you log in, you will land on the “**My Policy**” tab, which provides status information about your policy, billings and any active claim.

The “**My Documents**” tab will show all available policy documents⁵. If you have more than one American Modern policy and want to add another policy to this account, click on the “**Add Policy**” button in the top right corner⁶ and follow the prompts.

You can “**Add Policy**,” get “**Help**” or “**Log Out**” from any page in your account. The policy you used when you set up your account will be the default, meaning documents related to that policy will always be displayed first unless you change the default policy (see “**My Preferences**”). Once you add another policy, both policy numbers will be displayed in the upper right corner so that you can toggle between them just by clicking on which policy you want to view.

Additional Tabs

The “**Pay Online**” tab lets you choose how you want to pay your bill and connects you to our payment center. It also provides information about our EZPay automated payment plan and connects you to an application.

Under the “**Manage My Policy**” tab, you have the ability to update your policy information. Click on the appropriate link to correct your name or address, file a claim, make a one-time payment with a credit card or check, or sign up for EZPay monthly EFT.

The “**My Messages**” tab shows you all available messages sent to you from American Modern.

The “**My Preferences**” tab lets you make changes to your online account...more on that in a second.

Changing Your Preferences

The “**My Preferences**” tab lets you make changes to the information you have previously provided and lets you make some important decisions related to what type of information you are interested in and how we share that information with you.

A. In the “**User Information**” section, you can indicate the first name you prefer to be called by. You can also change your primary email address. It’s important to make sure this is an email you check often, because we will send notifications to this email address when you have new documents in your account.

B. You can also change your password and security questions periodically for increased protection.

C. You can change your preferences in the “**Email Preferences**” section to indicate if you would like to receive communications about (1) products & coverages, (2) safety & maintenance, (3) special promotions & discounts; and (4) payment confirmation.

D. When you register for Online Services, you agree to go paperless for your policy documents and billing notices. If you would like to still receive copies in the mail, check the appropriate “no” button in the “**Manage Paperless Options**” section.

E. If you want to remove one of your policies from your online account or close the account completely, click “**Opt Out**” and follow the prompts.

F. If you want a back-up plan to ensure you receive notice when new documents are posted to your account, add a second email address and/or indicate you would also like to receive text notification by clicking on the “**Add Notifications**” or “**Current Notification Options**” links.

AMERICAN MODERN Online Services

Welcome: Online Services

My Policy | My Documents | Pay Online | Manage My Policy | Customer Support | My Messages | My Preferences ⁴

Policy Number: 0770046936509 [View Policy Documents](#)

Policy & Billing Information Updated on 3/26/2013 11:03:01 AM EST.

Current Amount Due: \$0.00 [Make a Payment](#)

Current Due Date:

Did you recently make a payment? If Yes, [View updated payment information.](#)

Insured Name:	DAVID & LINDA KAPNICK	Total Premium:	\$1,090.00
Product:	Dwelling	Next Scheduled Bill Amount:	
Policy Status:	In-Force	Next Scheduled Bill Date:	
Policy Period:	02/17/2013 - 05/17/2013	Last Amount Received:	\$1,090.00
Agent Information:		Last Amount Received Date:	02/11/2013
Agent Address:			

AMERICAN MODERN Online Services

Welcome: Online Services

My Policy | My Documents | Pay Online | Manage My Policy | Customer Support | My Messages | My Preferences

[View Policy and Billing Status](#)

You can access your policy and billing notices on this page. You can also make payments online or, if you prefer, print your bill and mail your payment to the address shown on your bill.

Some common questions are listed below. Click on them for answers. You'll find answers to additional questions in the [Customer Support](#) area.

- Why is it important for me to review my policy documents?
- How do I print my ID cards or billing coupons?
- Why didn't the "Amount Billed" change here once I paid my bill?
- When will documents be available for viewing?

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CLICK TO VIEW	AMOUNT	DOCUMENT	PAYMENT DUE DATE	PREPARED DATE	CLICK TO PAY
View	\$1090.00	Reminder	2/17/2013	02/01/2013	#
View	\$	Renewal Policy		01/01/2013	

AN OUNCE OF PREVENTION IS WORTH A POUND OF CURE

We've all said to ourselves "hindsight is 20-20" one time or another. It's also easy to say "if only..." after something bad happens. The good news is that many household losses can be avoided if you are proactive and prepared. Here's a checklist of routine safety "to-dos" to prevent those little things from turning into costly repairs.

- ✓ Make sure you have fire extinguishers and that each is fully charged
- ✓ Inspect water hoses from washing machines and dishwashers
- ✓ Check and clean gutters and downspouts annually to make sure there is no debris such

AMERICAN MODERN Online Services

Welcome: Chuck Test

My Policy | My Documents | Pay Online | Manage My Policy | Customer Support | My Messages | My Preferences

[Add Notifications](#)

USER INFORMATION

Login ID:

First Name:

Last Name:

Primary Email:

[Save Changes](#)

[Change Password](#)

[Change My Security Questions](#)

EMAIL PREFERENCES

May we send you periodic information about the following?

Products & Coverages Yes No

Safety & Maintenance Yes No

Special Promotions & Discounts Yes No

MANAGE ONLINE SERVICES ENROLLMENT

If you want to opt-out of receiving electronic statements, click the button below. You will no longer be able to view your documents online. Your policy and billing documents will be mailed to you.

[Opt Out](#)

CURRENT NOTIFICATION OPTIONS

Notify me when a new policy document or bill is available by sending an email to the email address: canderson@amig.com

"American Modern" refers to the companies under the American Modern Insurance Group, Inc. Insurance coverage is underwritten by one or more of the companies of American Modern Insurance Group, Inc. which include: In CA: AFH Insurance Company and American Modern Insurance Company. Other states: American Modern Home Insurance Company, American Family Home Insurance Company, American Western Home Insurance Company, American Southern Home Insurance Company, American Modern Lloyds Insurance Company, American Modern Insurance Company of Florida, Inc., American Modern Surplus Lines Insurance Company, and American Modern Select Insurance Company. Amelia, Ohio. Trusted Choice is a registered trademark of Independent Insurance Agents and Brokers of America, Inc.