

## Contact Us

If you have any problems logging in to Policyholder Access or have questions about online claim reporting, call EMC Online Assistance toll-free at 800-988-1423.

Count on EMC® to provide you with convenient, secure access to your account.

## Count on EMC®

EMC was built on a set of core values and a brand promise that have defined our reputation and shaped the way we work for over 100 years.

Headquartered in Des Moines, Iowa, EMC Insurance Companies provides insurance coverage and services through 16 branch offices and 5 service offices across the country. With more than 2,100 employees and assets of approximately \$3 billion, EMC ranks among the top 60 insurance organizations in the country based on written premium.



## EMC® Insurance Companies

### Home Office

717 Mulberry  
Des Moines, Iowa 50309  
515-280-2511 • 800-447-2295

[www.emcins.com](http://www.emcins.com)

This brochure is only a summary of coverage and is subject to policy conditions, limitations and exclusions that may vary from state to state. Please read the policy for specific terms and conditions.

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# EMC® Insurance Companies

## POLICYHOLDER ACCESS FOR PERSONAL INSURANCE



## POLICYHOLDER ACCESS



### In Policyholder Access you can:

- View your policy, including all policy forms
- Manage your billing/payment preferences
- Make online payments
- Report a claim\*
- View and print auto ID cards
- Find your agent's contact information
- View helpful safety tips for your home and family

### Billing/Payment Preferences

Use Policyholder Access to:

- Sign up for automatic electronic funds transfer (EFT) payments
- Change your bank account information
- Eliminate paper invoices by choosing to receive an email notification when your invoice is available

### Report Claims

Reporting claims online is simple. Log in to Policyholder Access and click **Report a Claim** on the right side of the homepage. Select the policy, and then we'll walk you through the process.

Only the most basic information is needed to report a claim online; however, providing additional information may help us process your claim faster.

Once your claim is submitted, your insurance agent is notified and you will be contacted by an EMC claims adjuster.

If you prefer, you can contact your independent insurance agent to report a claim. You may also want to contact your agent if you:

- Suffer a severe loss
- Are uncertain about your insurance coverage
- Want to submit a claim on a policy other than personal auto, motorcycle, homeowners or dwelling
- Have general questions regarding your claim

### Not Registered?

Sign-up for Policyholder Access today!

It's quick and easy:

- 1) Visit [www.emcins.com](http://www.emcins.com) and click **Login** on the homepage
- 2) Select **Personal Insurance Policyholder** as the login type
- 3) Click **First time logging in?**
- 4) Enter your account number and email address and an email invitation will be sent to you

Your EMC agent can also request an invitation for you.

\*May not be available to all policyholders.